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What's Wrong With IT?

Issues Abound, But Companies Can Overcome Them, As Long As They Recognize The Problems

by Elizabeth Millard

FOR YEARS, IT HAS been trying to keep up with shifts in technology, operations, and project management. But as many companies have found, today's challenges go beyond processing power and cooling systems, and even past setting project goals. As IT becomes more integral to companies of every size, many IT and data center managers will have to take a good hard look at their departments and figure out what works and what doesn't for their organizations.

Part of this process will involve recognizing the types of issues that have come to lessen the impact of IT, including lack of



performance standards, user dissatisfaction, and a continuing "image problem" that distances IT from other departments.

According to reports from market research firm Gartner, the IT profession is changing significantly, and analysts predict that many organizations will have to

> do major overhauls within the next five years. The first step, though, is seeing the problems.

User Power

One of the largest issues plaguing IT, and due to get more important in the coming years, is the changing sophistication on the part of users. As employees become more comfortable with downloading software, uploading files, and buying their own PDAs and smartphones, IT will find itself increasingly challenged by having

to share control of a company's technology strategy.

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Where Are The Women In IT?

You Have To Look Hard, But They Are Here

by Ericka Chickowski

WHEN LUCY SANDERS first started working in the IT industry close to three decades ago, there weren't many women in the profession. Sanders didn't let that stand in her way. During her 24-year business career, she hung tough with the men and put her computer science education to use. She spent time with AT&T Bell Labs, Lucent Bell

Labs, and Avaya, specializing in systems-level software and solutions. Her work resulted in five different patents, and while at Bell Labs she was awarded the company's highest technical award, the Bell Labs Fellow Award. Some might call her a trailblazer for all of the young women going into IT today. Sanders just wonders where all of them are.

Some might call Lucy Sanders a trailblazer for the young women going into IT today. She just wonders where all of them are.

Unlike other industries that had a serious lack of women participating decades ago, IT has not seen a marked improvement in attracting females to the profession. In fact, according to Sanders, the industry has even been sliding in recruiting the fairer sex. "There was a time when we were in the high 30s of those graduating with IT degrees, but it is declining," Sanders says. "Overall we're at 25% nationally. That is alarming a lot of people, and I believe

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■ ADIC released hardware and software upgrades for its Scalar i2000 enterprise tape libraries. ■ AdventNet announced the release of its new ManageEngine OpManager Premium. ■ Alera Technologies introduced its 75-disc capacity DVD/CD Auto Publisher One, a robotic autoloading disc duplicator with a built-in inkjet label printer. ■ Belkin released the 17-inch LCD Rack Console, which fits a 19-inch rack. ■ Business Intelligence announced a data query tool called DataLinks. ■ ConnectGear released a new 4-port USB 2.0 Audio KVM Switch. ■ DataCore Software launched a series of disaster recovery and storage pool mirroring products. ■ LaCie's Two Big RAID device is preformatted in RAID 0 and available in 500GB or 1TB configurations. ■ Opengear released Secure Desktop Tunneling, a device that includes secure graphical desktop tunneling, console management, and remote control capabilities. \blacksquare Vale Software released Express Agent, designed to help users easily and quickly schedule jobs and backups for SQL Express. ■ View-Sonic announced five new portable projectors.

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Upcoming IT Events

- JANUARY -VS Live!

January 29-February 2 San Francisco, Calif. www.ftponline.com/conferences /vslive/2006/sf

- FEBRUARY -

Call Center Demo February 6-8 Austin, Texas www.ccdemo.com/ccd

RSA Conference February 13-17

San Jose, Calif. 2006.rsaconference.com/us

RFID World February 27-March 1 Dallas, Texas www.shorecliffcommunications .com/rfid06

Search Engine Strategies Conference

February 27-March 2 New York, N.Y. www.jupiterevents.com/sew /winter06/index.html

- MARCH -

Gartner Business Intelligence Summit March 6-8

Chicago, III. www.gartner.com/2 events /conferences/bi4.jsp

> VoiceCon March 6-9 Orlando, Fla.

www.voicecon.com **FOSE** March 7-9

Washington, D.C. www.fose.com Visit Processor at Booth 1638

PC Forum

March 12-14 Carlsbad, Calif. www.edventure.com/pcforum

Boston SecureWorld Expo March 15-16 Boston, Mass.

www.secureworldexpo.com/events /index.php?id=218

> Comptel Spring 2006 Convention & Expo

March 19-22 San Diego, Calif. www.comptel.org

Data Center World March 19-23 Atlanta, Ga. www.afcom.com

Visit Processor at Booth 111

Help Desk Institute Conference March 19-22

Nashville, Tenn.

www.thinkhdi.com/hdi2006 TelecomNEXT

March 20-22 Las Vegas, Nev. www.telecom-next.com

Secure IT Conference - 2006 March 21-24 Anaheim. Calif.

Florida Educational **Technology Conference** March 22-24 Orlando, Fla.

www.secureitconf.com

Gartner Business Process Management Summit March 27-29

www.fetc.org

Nashville. Tenn. www.gartner.com/2_events /conferences/bpm2.jsp

Gartner Wireless & Mobile Summit 2006 March 27-29

Detroit. Mich. www.gartner.com/EvReg/evRegister? EvCd=RA9





Silicon Valley Added Jobs Last Year

NONPROFIT ORGANIZATION Joint Venture Silicon Valley released a report saying Silicon Valley area companies increased the number of jobs available last year for the first time since 2000. The report found the number of new jobs was 2,000, a modest increase indicating an economic resurgence may be starting in the region. Silicon Valley firms employed 1.15 million workers last year, a 0.2% increase over 2004's numbers. According to the report, many of the new jobs were in consumer electronics and software and were high-end positions.

IM Attacks Up

ATTACKS SENT VIA instant messaging channels rose sharply last year, IM security vendor FaceTime Communications reports. From the first quarter to the fourth, the number of incidents reported shot up from 57 in Q1 to 778 in Q4. FaceTime says the main IM attacks last year involved worms and rootkits; it also warned that cross-network attacks may grow in popularity. Microsoft MSN suffered the most instant messaging security incidents last year, while America Online's AIM network experienced the highest year-on-year incident growth rate. FaceTime says MSN had a 57% share of the attacks, AOL had 37%, and Yahoo! had 6%.

Sun CEO Speaks Against Restricting Foreign Technologists

SCOTT McNEALY, Sun Microsystems' CEO and chairman, joined three other Sun cofounders, Andy Bechtolsheim, Bill Joy, and Vinod Khosla, at a Computer History Museum event to speak about Sun's beginnings and where they see the technologies going. McNealy spoke strongly against efforts to restrict foreign technologists from coming to Silicon Valley and spoke in defense of outsourcing. He said technologists should work to improve opportunities through innovation and improve developing countries' situations by getting everyone connected to the Internet, which he believes will decrease the ignorance that spawns problems such as terrorism.

McAfee President Resigns: Joins Websense

GENE HODGES, president of security giant McAfee, has resigned and will become the new president and CEO at Websense, a Web filtering and security vendor. Hodges' duties at Websense will include driving the company's operations day to day and focusing on future business strategies. Hodges' former team will work with George Samenuk, its chairman and CEO; McAfee did not immediately name a successor. Hodges says, "Although I was not seeking a change, the position as CEO of Websense was simply too compelling to pass up."

IBM Once Again Leads In Patents

IBM FILED 2,941 patents in 2005 to lead the industry for the 11th year in a row. The number of patents filed is down slightly from 2004, when the company filed 3,248 patents. Canon ranked second last year with 1,828 patents; HP was third with 1,797 patents; and Matsushita was fourth with 1,688 patents. The rest of the top 10 includes Samsung, Micron, Intel, Hitachi, Toshiba, and Fujitsu.

Tech Companies Unite To Promote Ethernet

SUN MICROSYSTEMS, 3Com, and a number of other companies have created the Ethernet Alliance, a group aimed at education and serving as a resource about Ethernet technologies. The alliance will work with the IEEE, which is in charge of developing Ethernet standards, on adopting a new standard for and extending the distance of 10Gbps over copper, increasing the speed of Ethernet, using Ethernet for server clustering, and promoting power over Ethernet.

Outsourcing Competition Heats Up

THE "BIG SIX" outsourcing firms—Accenture, Affiliated Computer Services, Computer Sciences, Electronic Data Systems, HP, and IBM—could have their dominance challenged during the next couple of years, according to outsourcing advisory firm TPI. One in five of all outsourcing contracts are due to be renewed during 2006 and 2007, and although existing providers often win contract renewals, increased competition in the outsourcing market means that may not continue to be the case, says TPI's managing director. About 75% of the outsourcing contracts signed last year fell in the small to midsized category, and that's expected to increase in the upcoming years and is a trend that favors Indian outsourcing companies.

Online Customer Service Falls Short

A STUDY OF CUSTOMER service quality in tech and computer companies reveals that on a scale of one to 10, the high-tech industry averages a 6.4. Conducted by the Customer Respect Group, the survey studied how companies deal with customer privacy and email queries. The study's worst-performing group was computer and data services, scoring a 6.1 rating. The best-performing sector was Internet services, with a 7.0 score. Of the firms surveyed, only 23% got higher scores than they did six months ago, while 37% got lower ratings. The study also showed a substantial decline in data shared with unrelated parties.

Cellular Revenue Peaks In 2005

GLOBAL MOBILE PHONE revenue reached a record high of \$115.1 billion in 2005 on shipments of about 810 million units, according to research firm iSuppli. The firm expects shipments to increase 5% this year, to about 850 million units. Because of a decrease in consumer demand, though, cell phone manufacturers will drop the average phone price to \$129, down more than 9% from 2005, causing overall cell phone revenue to drop about 5%. iSuppli expects revenue to peak again in 2009 as consumers purchase more sophisticated and expensive phones.

Researchers Announce **Encryption Find**

RESEARCHERS AT Cambridge University and Toshiba are working on a new device that should make it possible to send encryption keys between locations and ensure the keys haven't been intercepted. The quantum device relies on entangled photons, at slightly different frequencies, that are split off and transported between devices. The breakthrough could also be used in chip production, medical imaging, and communications.

Dell Closer To Using AMD Chips

DELL CEO Kevin Rollins says the PC manufacturer is "always open" to selling computers running on AMD processors. Industry insiders have speculated that Dell will start using AMD processors in systems and servers this year, allowing the company to offer lower-priced systems. Dell, which is Intel's biggest customer, has been experimenting with AMD chips for many years. The company's growth was slower than expected last year.

Improving Software Patents

THE U.S. PATENT and Trademark Office will work with open-source developers to improve the quality of software patents. IBM is leading the open-source project, designed to increase patent application review by using open-source developers and collaborative software, and has worked with the Patent Office to create a program that lets people see filed patents and give feedback to patent examiners. Another project is a Web site for searching through existing opensource code. The group is also developing a patent quality index that applicants could use in writing applications.

This information provides a quick glimpse of current and historical stock prices and trends for 16 major companies in the technology market.

Company	Symbol	Year Ago	January 9 \$	January 16 \$	% change from previous week
Avaya	AV	\$16.64	\$11.07	\$11.62	▲ 4.97%
BEA Systems	BEAS	\$8.04	\$10.57	\$10.48	▼ 0.85%
Computer Associates	CA	\$27.82	\$29.04	\$29.49	▲ 1.55%
Cisco Systems	CSCO	\$18.93	\$19.06	\$18.96	▼ 0.52%
Dell	DELL	\$40.93	\$31.32	\$30.60	▼ 2.3%
Electronic Data Systems	EDS	\$21.85	\$25.05	\$24.80	▼ 1%
Google	GOOG	\$195.38	\$466.90	\$466.98	▲ 0.02%
HP	HPQ	\$20.04	\$30.62	\$31.99	4.47%
IBM	IBM	\$95.21	\$83.73	\$83.70	▼ 0.04%
Intel	INTC	\$23.16	\$26.47	\$25.77	▼ 2.64%
McAfee	MFE	\$24.70	\$28.99	\$28	▼ 3.41%
Microsoft	MSFT	\$26.78	\$26.86	\$27.15	▲ 1.08%
Oracle	ORCL	\$13.48	\$12.88	\$12.53	▼ 2.72%
Red Hat Software	RHAT	\$12.09	\$29.62	\$28.84	▼ 2.63%
Sun Microsystems	SUNW	\$4.61	\$4.64	\$4.70	▲ 1.29%
Symantec	SYMC	N/A	\$19.40	\$19.48	▲ 0.41%

NOTE: This information is meant for reference only and should not be used as a basis for buy/sell decisions.

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MARKET WATCH

Banish Email Spam With Antispam Software

Cull Out The Junk Without Losing Important Messages

by Paul Ferrill

EMAIL SPAM HAS become more than just a nuisance. For many organizations it is a clear and present security threat. At the most basic level, spam is defined as sending identical or nearly identical unsolicited messages to a large number of recipients.

There are two generally accepted techniques for blocking spam: source-based and content filtering. Source-based blocking solutions prevent receipt of spam, while content filtering solutions identify spam after it has been received. The toughest problem is properly identifying a spam message while not blocking valid messages.

At the corporate level, many organizations choose to install their primary line of spam defense at the point of entry or in conjunction with their firewall. Several different options exist for this approach, including both software and hardware/software products. Another feature for consideration is tight integration with Microsoft Exchange. That level of integration makes for a cleaner installation and reduced level of administration.

GFi

GFi MailEssentials is a serverbased antispam solution that works with Microsoft Exchange or any other SMTP-based email product. The product employs a Bayesian filtering technology that learns over time based on actual true spam messages. GFi MailEssentials incorporates the use of blacklists and whitelists to help improve the overall classification process.

Tight integration with Microsoft Exchange allows GFi Mail-Essentials to deliver potential spam messages to special mailboxes, letting users review and retrieve any falsely marked mail. The Bayesian

Buying Tips

- Determine the throughput/ volume requirements for your mail system. You'll need to know how much mail the antispam software will need to handle.
- Make a list of requirements for users; that is, determine how much individual control you want your users to have in controlling how the software works.
- Determine if you need the additional outgoing protection offered by some of the products for security reasons.
- If your installation uses Microsoft Exchange, you will want to look hard at the products that integrate directly with Exchange.

filter can learn from good messages and reclassified messages to improve its performance.

GFi MailEssentials interfaces with Active Directory or other LDAP-based directory products to help thwart directory harvesting programs that send thousands of messages to different recipients in an attempt to guess valid addresses. GFi MailEssentials also integrates with other products from GFi, including its Mail-Security product for antivirus and anti-Trojan protection.

Process Software

Process Software's PreciseMail Anti-Spam Gateway version 2.2



SNAPSHOT

GFi MailEssentials

\$450 for 25 users; \$725 for 50 users

Features tight integration with Microsoft Exchange and a reasonable cost

www.gfi.com

addresses multiple email threats, including spam, phishing, and viral infections with an optional add-on from Sophos. PreciseMail Anti-Spam Gateway uses multiple email filtering technologies in an effort

to make it more difficult for spammers to circumvent. The software uses a combination of Bayesian artificial intelligence, heur

artificial intelligence, heuristic analysis, and DNS blacklisting to make the product more effective.

PreciseMail Anti-Spam Gateway uses a Web-based administrator interface to centralize all configuration and management tasks. The product includes an effective default configuration and also provides system administrators the ability to customize the product to their site's requirements. Web-based administration includes a number of options for setting default filtering policies and message handling options, generating reports, administering users, creating allow/block lists, tuning filter thresholds, and controlling logging and debugging.

Users often have a list of email addresses from business partners and colleagues that they communicate with regularly. Filtering messages from these trusted



SNAPSHOT

Process Software PreciseMail Anti-Spam Gateway

Starts at \$450 for 25 users

Delivers a strong antispam solution with flexible user configuration options and multiple levels of defense

www.process.com

senders is unnecessary, regardless of what the message content is. PreciseMail Anti-Spam Gateway lets system admins and users create a list of trusted senders that always bypass the filters.

PreciseMail Anti-Spam Gateway includes an extensive set of user options for customizing at an individual level. No additional software on users' desktop systems is required to set their spam processing preferences. User options include things such as setting spam processing preferences to include actions for quarantining, tagging, or discarding spam messages; dealing with quarantined messages; setting email summary notification options; creating personalized allow/block lists; opting out of filtering; and forwarding missed spam or false positive messages to a specific inbox for review.

Proofpoint

The Proofpoint Messaging Security Gateway uses a combination of hardware and software to deliver high performance and solid protection for enterpriseclass messaging needs. Out-ofthe-box interfacing with identity frameworks such as Microsoft's Active Directory, IBM's Lotus Domino Directory, and other LDAP sources helps ease the pain of integrating this product into existing systems.

Proofpoint uses a patent-pending machine learning system, Proofpoint MLX, to classify and identify unstructured content. Proofpoint analyzes more than 100,000 structural and content attributes to accurately differentiate between spam and valid messages. The Proofpoint Dynamic Update Service is a subscription-based offering that provides regular updates to spam protection software.

The Messaging Security Gateway also works for outbound security purposes and can be configured to monitor for specific words or phrases. Proofpoint regulatory compliance module has a variety of predefined dictionaries to help companies comply with government regulations such as HIPAA. The flexible privacy rules and policy definitions can be modified to adapt to most any corporate information security requirement.

Sunbelt Software

With many large organizations depending on Microsoft Exchange for their email, it only makes sense to look at antispam products that integrate directly with Exchange. Sunbelt Software's iHateSpam for Exchange comes in two versions: one for Exchange v5.5 and the other for Exchange 2000/2003 with Active Directory.

The Exchange 5.5 version acts as a gateway between Exchange

and the outside world. It can also be used as an "off box" solution for newer versions of Exchange.

Sunbelt has a marketing agreement with Dell to deliver servers preconfigured with its software for just this purpose.

iHateSpam Server Edition plugs into Microsoft Exchange directly and operates natively within the application. All management functions use the MMC (Microsoft Management Console) via an MMC snap-in. For high volume installations, you can use an external Microsoft SQL Server to store error and log messages for later inspection.

iHateSpam uses several advanced caching methods for performance reasons. User information, spam rules, blacklists, whitelists, and policy configuration are all stored within the Smart Cache for fast access. iHateSpam uses a combination of global filters, policies, and user identity to configure the filtering engine.



SNAPSHO.

Sunbelt Software iHateSpam for Exchange

\$493.75 for 25 mailboxes; \$743.75 for 50 mailboxes

Works with all versions of Microsoft Exchange and integrates directly with Exchange 2000 or 2003; tight integration makes management and user adoption easier

www.sunbeltsoftware.com

Tumbleweed

Implementing a hardware solution makes good sense for companies that have a high volume of email traffic. While software alone does a good job, it must run on a server that frequently has other applications loaded on it. Tumbleweed's MailGate appliance combines a dedicated hardware and software solution for maximum protection and performance

One added benefit of a hardware solution is the protection against a number of different network attacks. While denial of service attacks are usually associated with Web sites, the same type of attack can be launched against a company's email service. Tumbleweed's Edge defense module works to reduce overall email load and protect against directory



SNAPSHOT

Tumbleweed MailGate

Starts at \$5,200

Appliance-based product delivers high performance that doesn't drag down existing servers; add-on modules offer additional security protection, including antivirus and outgoing scanning

www.Processor.com/Tumbleweed2

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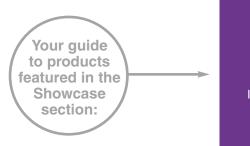
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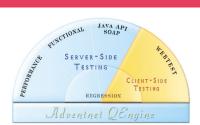


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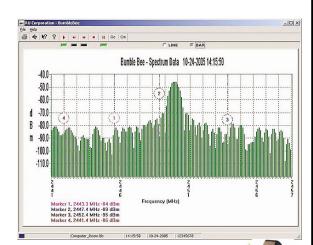
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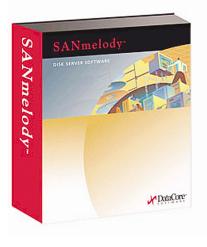
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Fix What Ails IT

Tips & Help To Spiff Up Operations & Goals In The Year Ahead

by Elizabeth Millard

AS TECHNOLOGY CHANGES how companies do business, many IT departments are finding that they need to adapt or die, to put it dramatically.

Areas for improvement abound (see the article "What's Wrong With IT?" on page 1), and although it may seem daunting to take on tasks such as spiffing up IT's image or reconfiguring staff roles, such large-scale changes could give an SME (small to midsized enterprise) the edge needed to survive and thrive in the coming years.

Know Thy Users

A significant challenge for IT now and into the future will be the growing sophistication of users who employ devices both at home and in the office and bristle at IT's security measures.

But an SME doesn't have to choose between giving users what they want and keeping the network safe, says Dennis Szerszen, vice president of corporate development for security firm SecureWave. The first step in tackling the problem is to actually give users more power, he believes, and see the devices as useful tools rather than irritants.

"The easier you make it for employees to use their devices, the better," says Szerszen. "As long as there's business value, it's important to give them some control about what they use."

Another important tactic is to put some responsibility for security in the hands of the users, which involves an abundance of communication. Rather than issue edicts about what devices can be used and issue dire warnings about repercussions of security breaches, IT should collaborate with users, says Szerszen. This will make employees feel a sense of investment in network security.

"You'd think there would be rebellion if you tell employees they can't use their MP3 players to download files or that they can't take stuff off the network on the weekends, but if it's explained, then people find a way to make it work," Szerszen notes. "When there's accommodation on both sides, it minimizes conflict."

Often, the thought of giving users more control over security measures makes IT types bristle, but as gadgets get more business-focused in the coming years, IT will have to learn to play nice with users and even let them help shape how policies are written.

Staff Changes

One of the most common difficulties in IT departments is the lack of

change in terms of skills, notes Kenneth Rau, a senior consultant at IT advisory firm Cutter Consortium. Many IT departments have been content to keep hiring programmers and you'll begin to think the person is always getting in a jam, because there's no basis for comparison to other events in his life.

Although negative perceptions about IT seem to linger, they can be dispelled with patience and persistence from a data center manager and IT staff, experts note. To make successes more



support staff when they should be looking for skills that will take them into the future.

"To be successful, companies have to find alternatives to what they're doing and recognize that they need new capability," he says.

For programming and support, Rau is a fan of outsourcing. Because there are so many hosted applications available, and many can be customized to suit an SME's needs, there's less need for an in-house programmer for a small business. Support services, too, have become more user-friendly to the point that employees can navigate through support resources themselves.

To harness outsourcing properly, IT managers should ideally be hiring people who have crackerjack negotiating skills and experience in dealing with multiple vendors. Sometimes, these types of candidates won't even be IT-based but pulled from marketing or sales departments. Bringing on just one or two employees savvy enough to draft contracts, negotiate new service arrangements, and keep outsourcing providers on track will go a long way toward fixing an ailing IT department, Rau says.

"At many of the firms I assess, I've found that if they replace the five or six people they have with one contract negotiator, they'll do better in terms of operations," he says.

Image Fix

Being noticed only when something bad happens has caused IT to be seen in a poor light at many companies, with employees grousing about technology that doesn't work but being oblivious to technology that's fast and flexible.

The situation is akin to hearing from a friend only when he's in trouble. After numerous phone calls,

noticeable, IT managers have to step up, says Joe Bakan, senior technology advisor at IT consultancy Ekaru.

"Highlight improvements and publicize the department's worth, especially when everything is going right," he says. "Build bridges based on these successes and interact with employees across the enterprise."

When IT and other departments get together in a way that's friendly,

Communicating IT's Message

In creating an e-newsletter to combat negative perceptions, here are some areas to highlight:

- · Recent department successes
- · New hire bios
- IT employee activities (anyone been cliff jumping lately?)
- · Classes being offered
- · Security reminders (not directives)
- · News about viruses, bugs
- · Home software that's fun or useful
- Open-house info (a little food goes a long way)

rather than only when there's a problem, image problems will lessen considerably, Bakan says. To jumpstart the process, you might consider hosting presentations, offering application training or other quick classes, and even producing e-newsletters that illuminate changes in technology.

Some IT departments use email communication to introduce staff members and make them more accessible to other employees. For example, knowing that Joe in tech support is familiar with Java leaves many departments cold, but hearing that he was a ping-pong champion in high school at least gives everyone a point of conversational contact.

Changing negative perceptions, as well as giving users more control and changing IT department roles, can be challenging for any SME. But making shifts now with an eye toward longterm goals could bring major benefits in the years ahead.

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Manage Expectations

One advantage to making IT staff members more "real" to other employees is that expectations will also be better managed, says Ekaru Senior Technology Advisor Joe Bakan.

"Managing expectations is key," he says. "Keep your customers informed and follow up routine jobs and projects with a short customer satisfaction survey." Not only does this generate useful data to improve quality, he notes, but it sends a message that IT cares about what users think.

What's Wrong With IT?

Continued from Page 1

"End users have started deciding how to do their work," says Dennis Szerszen, vice president of corporate development for security firm SecureWave. He notes how, when he worked at IBM a decade ago, the thought of buying a memory stick would be absurd. Today, he regularly sees users buying their own memory devices, as well as a range of gadgets that get plugged in to the company network.

Although IT has tried to keep systems secure by forbidding personal devices or regulating their use, such tactics are going to cause more friction in the future, Szerszen believes.

"There's a growing expectation from users that they should be able to use whatever devices they want," he says. "If they want to listen to their MP3 player at work, they'll be appalled if [the company says] no."

Telecommuting is making the situation even more complex, blurring the lines between personal and professional. Laptops owned by the company are used to store

Common IT Problems

- · Seeing the user as the enemy
- · Tolerating negative perceptions of IT
- Being reluctant to bring non-IT employees, such as contract negotiation experts, into the department
- Lack of understanding about the relationship between IT and business goals
- Poor communication regarding project goals

vacation photos or download software for employees' kids, and PDAs store both database information and grocery lists. As employees become more tech savvy and buy devices that fit both home and office, IT will find itself struggling to effectively tackle the problem.

Changing Business Needs

A challenge that might feel even more familiar to IT managers in small and midsized enterprises is the continual need to keep costs down while increasing efficien"Many people have IT departments that look the same as they did years ago, with the same type of in-house expertise," he says. "But that's not going to work for much longer."

Image Problem

As many IT organizations have found in the past decade, techies tend to be viewed in a certain way, according to many experts.

"Like an umpire at a baseball game, the job of IT is often only noticed when it is not well done," says Joe Bakan, senior technology advisor at IT consultancy Ekaru. "The ongoing successes are under the radar and taken for granted."

As employees become more tech savvy and buy devices that fit both home and office, IT will find itself struggling to effectively tackle the problem.

cy, notes Kenneth Rau, a senior consultant at IT advisory firm Cutter Consortium.

"Large companies have a CIO to determine strategy, but SMEs usually just have a small staff, and they're often overwhelmed enough with technical issues," says Rau. "SMEs are caught in a conundrum because they're asked to compete with the big boys in terms of operations, but they aren't given the resources to do it."

Often, Rau adds, IT managers are hesitant to make changes in the type of employees that staff their departments. A decade or even five years ago, programmers and tech support were vital to make sure an IT organization ran properly. But increasingly, stocking the IT staff pool with only those skills will be detrimental to a data center's long-term health, Rau believes.

Success often breeds invisibility, Bakan adds. To make the situation even more frustrating, IT victories are not viewed in a historical sense—IT is only as good as its last job.

Compounding IT's image problem is the number of projects that are expected to be done. Balancing long-range plans with immediate support demands stretches resources to the breaking point and often beyond. The disparity between what's expected of IT and what it can reasonably achieve causes frustration within IT and negativity from users.

An additional difficulty can be the personalities within an IT department, compared to the organization's leadership. The roles of CIOs and IT managers have changed significantly over the past five years, shifting from super-tech-savvy types

to those with a more balanced view of people, process, and technology. Sometimes, blending these leaders with more traditional, technology-based employees can make an IT department look splintered or rife with internal conflict.

Road Ahead

According to market research firm Gartner, the IT field is likely to splinter into four distinct domains of expertise by 2010:

- 1. Technology infrastructure and services
- 2. Information design and management
- 3. Process design and management
- 4. Relationship and sourcing management

Another factor in IT's negative image can be job churn. Functions in IT that require both social skills and technology smarts, such as technical support, tend to have a high amount of turnover because they combine seemingly conflicting personality types, says Adrian Furnham, a professor in the department of psychology at University College London and a researcher on personality issues.

"Really good technical support can be rare because someone has to be highly skilled technically but also extremely sociable," says Furnham. "That's not a combination you'll find very often."

Although issues such as negative perceptions, user frustration, and unrealistic expectations can be difficult, they are not impossible to address. (For more information, see the article "Fix What Ails IT" on page 9.) And, as some comfort to IT managers, seeing the problems are at least a first step toward fixing them.

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Conducting Your Own IT Image Analysis

There Are Ways To Get A Broad Picture Of How IT Is Working

by Chris A. MacKinnon

IT MANAGERS SOMETIMES NEED to stop, take a breath, and evaluate their IT departments. Easier said than done, right? Without periodically conducting a proper IT image analysis of the enterprise, any IT department won't be working as well as it should be. The good news is there are ways to get a broader picture of how IT is actually working in your enterprise. Depending on your angle, there are few ways to go about it.

It's All In The Approach

Chuck Kirchner, practice manager of IT strategy and planning for Forsythe Solutions Group, says IT image analysis begins

with an organization's current business attitudes and expectations for IT.

Kirchner says, "An IT organization must first determine how well it is aligned with the expectations of its business customers. These expectations and the perceived value of IT, as well as how it is funded, are based on a history of interactions and IT service delivery. Trying to deliver IT services in a manner that is different from these expectations, without the appropriate business interaction or funding, is the single greatest cause of business and IT misalignment."

Kirchner says once business expectations and funding requirements are understood, and especially when improvements in IT service delivery and maturity are desired, an enterprise

must evaluate its capabilities to deliver on these IT service expectations by comparing itself to available industry best practices. He says, "It is an integrated approach that must consider service, process, people, and technology implications."

Ross E. Wescott, chief IT auditor at Portland General Electric in Oregon, believes that no IT manager should go it alone. Wescott comments, "The absolute best way is to get a third party to evaluate and then suggest room for improve-

ment. If the organization has an internal audit group with IT or operational auditors, it should be approached first. If the IT audit function has already performed a general controls review and made the broad assessment, those results should be considered." He says if such a review has not been done, then one should be requested of the audit function.

do a credible job in developing a broad look at IT.

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A Few Considerations

Specifically speaking, there are some items to consider and review, according to Wescott. He says, "It first depends on the nature of the project and what IT management wants from it. The assessment can be a focused review, including IT problem



Wescott also notes that if the organization must comply with the Sarbanes-Oxley regulation, the IT General Controls documentation and testing results should be used to gain a broad understanding of the IT organization. He says apart from those

management policies, network access security, help desk efficiencies, project documentation, and customer satisfaction. Or it can be more broad covering items such as IT strategic planning and IT policies, standards,

Go to Page 13

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Continued from Page 1 there is a lot of justified concern."

The lack of women surrounding her in the boardrooms and offices of the business world troubled Sanders so much that she quit her job at Avaya. She wasn't giving up, just moving on to the University of Colorado, where she hoped she could begin work to improve academic and business recruitment to women.

Together with the help of numerous leaders in the IT academic and business communities, Sanders helped found the National Center for Women in IT, or NCWIT, based out of the University of Colorado. The goal of the organization is to be obsolete in 20 years. Sanders says that the group wants to improve recruiting of women to the point where an organization such as NCWIT is no longer necessary.

How Bad Is IT?

Sanders says that currently NCWIT is in a discovery phase, trying to concurrently improve recruitment of women to the industry while finding out where the industry is statistically. There are lots of academic statistics but a marked lack of information about IT women in the business sector.

Part of the problem, Sanders says, is that individual businesses

are loathe to make information public about their affirmative action hiring—particularly when it isn't that great, as is often the case in IT. "Currently, statistics are hard to come by in the industry. We're currently working on forming a workforce alliance, so we can get data out there in composite," Sanders says, explaining that businesses might be willing to cooperate if their specific data isn't released. "Right now, though, what we have to go off is largely anecdotal."

Observations & Advice

Fortunately, those women who are already working in the industry usually have an opinion about gender relations in IT and are willing to talk. Meryll Larkin is FORTRAN in high school. At the time, she did so well she was asked to tutor a male student who was struggling. When that male student was offered an internship over her at the end of the year, she knew something was out of whack with the industry.

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teenager she was taking classes on

The experience was enough to turn Larkin off on the computing industry for many years. When she did come back, she noticed changes in the climate. There were fewer instances of outright discrimination.

She worked through the boom time of the '90s as a Web developer, but when the bust came, her job prospects diminished. "This is what I've seen," Larkin says. "When the market is slim, the women get pushed out. When the market is building up again, the percentage of women goes back up."

Larkin believes that during these times, hiring managers may unconsciously stop hiring more for new hires that they feel can relate well. They may not do it consciously, but if male managers have the choice between a male and a female, they might instinctively go toward the male because he's more similar to the other team members, Larkin says.

"I'm not saying this is good, or that I like it, but I think this happens," Larkin says.

Larkin believes that this is unfortunate for many women who can add another dimension to strengthen IT teams. "I'm not sure if there is a difference or not between how a man or a woman does the job," Larkin says. "But if there is, I think that it may be that women are more patient when communicating. For example, between a system admin and a user, it might be easier to communicate issues, and between team members as well."

Fortunately for Larkin, she made it through the lean times through perseverance and a network of other local women who were just as passionate about the industry. In her spare time she is involved with numerous user groups and networking circles, including Seattle Linux Chix.

Female Networking

Dawn Fitzgerald, a nine-year IT vet, says that it is this ability of IT women to network that keeps them sane when they are a vocal minority in the profession. Fitzgerald works professionally as manager of PMO Governance for the food supplier Sysco's corporate office in Houston. She's also the president of the Houston chapter of the Association for Women in Computing.

January 20, 2006

"I think it is absolutely critical for women to network with each other," she says. "Not only for the sake of job-seeking outside your company or to bounce ideas off of one another. It is also just a good place to get validated."

Fitzgerald believes that while women do just as good of a job as their male counterparts, they tend to doubt themselves more. When on the job they might openly do so, or they might give more group credit for something when a male in the same situation might take more credit for himself. "Many times, women tend to say 'we' more when talking about a success," Fitzgerald says. By networking with other ladies, women can gain the perspective they need to be better about selfpromotion, says Fitzgerald, who believes this is a key to moving up the IT food chain.

By The Numbers

In 1984 women made up 37% of graduating IT students. By 2003 that ratio had diminished to 25%. The percentage at major research universities was even slimmer. coming in at just 18% in 2003.

In 2003 11% of corporate officers at top 500 technology companies were female.

The National Center for Women in IT's best estimate is that 29% of the IT workforce in 2004 was female.

Source: THE NATIONAL CENTER FOR WOMEN IN IT

Dawn Fitzgerald, a nine-year IT vet, says it is the ability of IT women to network that keeps them sane when they are a vocal minority in the profession.

one of them. Larkin works as a one-woman IT department for a small Seattle shipping company called Alaska Maritime. She has had a passion for computing and technology all her life. As a

women because they are very keen on maintaining strong teams during lean times. Teamwork depends on the ability of teammates to rely upon one another, and managers are usually looking

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Conducting Your Own IT Image Analysis

Continued from Page 11 and procedures. Sarbanes-Oxley compliance efforts will cover most of the visible, corporateimportant general controls. Using a governance model such as COBIT [Control Objectives effectively provide and manage IT services)."

Kirchner says carrying through an IT assessment is important, but don't forget about the planning and implementation steps, he says. "Determine such things

"When managers look at their own operations, they invariably do so under a set of assumptions."

-Portland General Electric's Ross E. Wescott

for Business and Related Technology] from ISACA [Information Systems Audit and Control Association] and eliminating Sarbanes-Oxley-related material will gain the additional considerations to make a complete assessment."

Kirchner says specific reviews and considerations require a holistic business approach. He comments, "All components of ITSM [IT service management] must be considered, including services (the capabilities that IT provides to the business), process (the procedures and work instructions followed to support the delivery of IT services), people (the roles, skills, and culture to support the effective delivery of IT services), and technology (the enabling technology and infrastructure to

as where you are today, where you need to be, and understand the gaps and challenges that exist. It's also important to define the implementation approach. Create a program and treat it as such and develop the roadmap, with costs, to get to your desired state."

Use The Buddy System

According to Kevin Kalinich, managing director of technology and professional risks at Aon Financial Services Group, it's always best for IT managers to be in on the analysis. Kalinich says, "While IT managers have an inherent vested interest to defend their territory, they should definitely be included in the analysis. Smart IT Managers understand that 'Network Risk Best Management' best practices dictate

inclusion of a cross-section of the entity to create 'Scope of Analysis' requirements."

Kalinich says in order to ensure the maximum benefit from such analysis, the analysis team should include the people responsible for the following areas: legal, compliance, privacy, treasury/finance, network management, product development, sales, human resources, CIO, application development, and risk management.

He says some people may be responsible for multiple functions, which is OK. "At the end of the day, the Network Risk team should select an objective, qualified third-party expert to conduct a security assessment and compare it to peers and industry standards" such as SAS 70 Level II, ISO 17799, and best practices.

Wescott also believes in the buddy system. He says, "When managers look at their own operations, they invariably do so under a set of assumptions. Right or wrong, these assumptions get in the way of an impartial assessment. Therefore, it is difficult for a manager to fully and accurately assess their own operations. Even if the manager does a credible job, the results might not be readily accepted because of the assumption that the assumptions are from a biased viewpoint. To relieve the potential of having the results rejected or frowned upon, IT management should use a third party."

Kirchner concurs with both Kalinich and Wescott. He says,

"IT managers must participate in the process, but these types of initiatives are the most successful when three things occur. First, the effort must be driven and actively sponsored from the highest management level. Second, the managers and other IT stakeholders must actively and honestly participate in the project. Finally, outside resources with appropriate subject matter expertise should be utilized to provide the approach and methodology."

According to Wescott, IT management should understand that there is always room for improvement. He says an outside look inside IT will generate ideas to get out of the proverbial rut. "Not all ideas will work, but they may stimulate additional thought outside of the day-to-day framework."

Now Fix It

So you've identified problems with your IT department. Here are five quick ways you can fix things or at least start to see an immediate improvement.

- Start with low-hanging fruit. It is better to have some immediate successes on relatively easy items than to tackle one that is difficult and fail the whole process.
- 2. Engage IT employees to develop and implement the fix. This allows the IT staff and management to own the solution. It's not just a "do this" kind of project. Allow them to take the recommended fix, improve upon it, and implement it. They will then own it and ensure a greater chance of success.
- 3. Ask your customers, face-to-face, what you should fix. Give customers (all of them, including the organization's executives), the opportunity to talk to you directly and to see the result of those discussions. IT credibility will grow as a result.
- 4. Internally publicize the assessment goals, the results, and the "fix" progress. This will keep everyone informed of the state of your improvement. Secrecy or privacy, in the minds of everyone, is tantamount to not taking any action.
- 5. Celebrate your success along the way. Give everyone a chance to participate in the success, see the success fulfilled, and acknowledge the success. This can take the form of personal awards to staff who do an exceptional job or to the department for undergoing and living through the change. Celebration is fun: You only live once.

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Software - Application Development Advertisement

AdventNet Provides Free Edition of Industry-Leading Web NMS framework for Development of EMS / NMS Applications

Web NMS Express Edition is a free-for-development version of the industry-leading EMS/NMS framework. Technical support and runtime deployment licenses can be purchased when required. The Express Edition supports FCPS functionality and comes bundled with the Struts-based Web client. The Struts framework enables quicker development and deployment of Element/ Network Management Applications (EMS/NMS). With this initiative, AdventNet has made its Web NMS technology more economical for EMS/NMS development.

Over 350 development teams across the globe have evaluated and selected AdventNet Web NMS as the basis for their custom OEM software development for Element / Network Management Applications (EMS/NMS). With worldwide adoption of Web NMS in the OEM and service provider space, the new Express Edition will serve clients looking for a quicker development of an SNMP/CLI - based management solution with FCPS functionalities.

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Manufacturer Presentation ______ Software - Security Advertisement

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EASi (Endpoint Automated Security Initiative) allows Network Administrators to establish, manage and enforce policies for endpoint security, access control and device management to ensure that mobile computing devices are protected and that network access policies are carried out prior to granting a user access to the corporate network. EASi helps establish security policies and then interrogates the mobile device to enforce compliance to those policies before allowing the device to connect to the enterprise infrastructure. EASi goes beyond simply testing devices for policy compliance by providing an ability to automatically take actions to remediate non-conforming devices, bringing them into policy adherance in real time. This enforces network security at the point of access and enables users to safely attach to thier resources and remain securely connected and productive.

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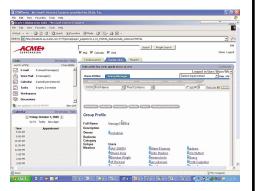
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The NetQoS Performance Center provides global visibility, via a single Web console, into all three key metrics necessary to quantify network infrastructure performance: end-to-end response time, traffic flows and device performance. Its modules include SuperAgent for measuring application performance over the

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provides SNMP-based performance metrics for managing network infrastructure, devices, and services.

"Instead of cobbling together tools from different vendors and hoping they will work together to provide some actionable data, customers can get all their performance information integrated in one portal with the NetQoS Performance Center," says Joel Trammell, NetQoS CEO. "NetQoS products were built from day one to scale to the largest networks and provide the data needed to improve enterprise network performance rather than simply focusing on availability. The combined power of our products in the Performance Center provides a faster, more reliable way to improve the delivery of networked applications."

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COMMUNICATIONS

Router

■ The new Actiontec 54Mbps Wireless DSL Gateway With Voice combines VoIP support with traditional broadband support into a single product. The DSL Gateway includes an ADSL2/2+ port and two SIP-based VoIP ports. In addition, four 10/100 Ethernet ports provide wired connectivity, while support for 802.11g provides wireless access to the network. The DSL Gateway includes a graphical interface that makes it easy to configure the router's various features (such as its firewall, content filtering features, and WEP/WPA encryption).

Security

■ Opengear released Secure Desktop Tunneling, a device that includes secure graphical desktop tunneling, console management, and remote control capabilities. Secure Desktop Tunneling enables remote management for administrators and secure remote access for users over VNC or Microsoft Remote Desktop. The product integrates RDP and SSH secure login and tunneling to provide secure access to Linux, Macintosh, Solaris, Unix, and Windows systems. Secure Desktop Tunneling comes with Opengear's CM4000 server and other secure device server products. Secure Desktop Tunneling forwards specific TCP ports through authenticated, encrypted tunnels over a wireless, ADSL, cable, dial-up, or ISDN connection.

Telephony

■ Actiontec's new VoSKY Exchange application lets you add up to four Skype outgoing Skype lines to your existing PBX system. VoSKY Exchange connects to your PBX system on one end and a WinXP system (a 2.8GHz Pentium 4, 512MB of RAM, 400MB of free space, four USB ports, and an optical drive are required). Once installed and configured, callers use a one-digit access number when they want to use Skype. They can then place a call on

one of the four outgoing lines. If one line is busy, VoSKY Exchange can roll over to another free line. Actiontec recommends VoSKY Exchange for companies with between 10 and 300 users. Actiontec also has a new VoSKY Call Center, which is a portable solution that lets you use Skype to place a long distance call for the cost of a local call. The Call Center plugs into an Internet-connected PC and then into a local phone jack. To place a call from any phone (even a cell phone), you simply dial the number of the phone line to which VoSKY Call Center is connected and then proceed to make a standard Skype or SkypeOut. You can also receive Skype call by using the call forwarding feature integrated into VoSKY Call Center. You will need 128MB of RAM, an 800MHz processor, an optical drive, and a LAN of modem-based connection in order to use the Call Center.

END NODES

KVM & Console Access

- ATEN Technology announced the CL-1200 Slideaway, a new LCD KVM console that features an integrated 15- or 17-inch high-resolution LCD monitor. This new console also has a keyboard, touchpad, and a 1U rack-mountable housing. Additionally, the CL-1200 is upgradeable by attaching an ATEN KVM remote access device.
- Belkin's new OmniView SMB CAT5 family of KVM switches is designed for SMEs. Available in 4-, 8-, and 16-port configurations the SMB CAT5 KVMs are backward compatible and interoperable with Belkin's PRO2 KVM switches. Users can expand SMB CAT5 KVM switches through dedicated daisy-chain ports to control up to 256 servers. It fits comfortably in a 1U rack shelf and supports up to 1,600 x 1,200 video resolution. Retail prices for the 4-, 8-, and 16-port OmniView SMB KVM Switch are \$399.99, \$499.99, and \$599.99, respectively. Belkin also released the 17-Inch LCD Rack Console, which fits a 19-inch rack. It prevents unauthorized

access via a key-locking mechanism and has an optional integrated OmniView Quad-Bus 1x8 KVM Switch. The Console supports all Belkin KVM switches. The LCD uses a special rail system that lets the LCD be displayed whether the server-rack door is open or closed. The LCD rotates up to 115 degrees and has a 1,280 x 1,024 resolution at 65Hz. The Console includes a two-year warranty and supports PS/2 and USB-type servers. Belkin offers two models: the 17-Inch LCD Rack Console F1DC101P and the 17-Inch LCD Rack Console with 1x8 KVM Switch F1DC108C. The Consoles are available for \$1,999.99 and \$2,399.99, respectively.

■ ConnectGear released a new 4-port USB 2.0 Audio KVM Switch. This switch has a built-in console audio jack that lets connected PCs or Macs share speakers. In addition, the UG104 switch offers three built-in USB 2.0 ports and comes with four sets of 6-foot USB cable kits with audio plugs.

Mobile

- Acer released a series of notebook computers that feature Intel Centrino Duo mobile technology. The line centers around the TravelMate 8200, Acer's flagship model. With a 15.4-inch wide-aspect LCD and a carbon fiber exterior, the TravelMate 8200 offers users plenty of viewing space and durable, lightweight construction. The notebook is also equipped with Acer Video Conference (which includes Acer's Orbi-Cam and Bluetooth VoIP phone) and an ATI Mobility Radeon X1600 graphics processor with 256MB GDDR3 VRAM. Other models in the family include the following: Aspire 5670, TravelMate 4200, Aspire 5560, and TravelMate 3010.
- American Power Conversion expanded its family of mobile accessories with a trio of power distribution accessories for notebook computers and mobile devices. The Universal Power Adapter is a power supply that's compatible with most brands of notebook computers. It includes a voltage

selector switch and uses a USB power port and splitter cable to power two additional devices such as a mobile phone or PDA. The Universal Power Adapter will be available in the first quarter for an estimated resale price of \$99.99. APC's Universal Notebook Battery and Power Port Accessory complete the offering. The Universal Notebook Batter provides up to six hours of runtime, and the Power Port Accessory complements the battery by letting users charge mobile devices (cell phones, MP3 players, etc.) when AC power is unavailable.

■ The MacBook Pro is the first notebook from **Apple** to use an Intel processor. The notebook uses the Intel Core Duo processor, which delivers dual-core performance that Apple claims is four times greater than the PowerBook G4. An integrated iSight video camera gives users the capability of mobile videoconferencing. The MacBook Pro's LCD is 67% brighter than previous models and is now as bright as Apple's Cinema Displays. Its wireless networking features include built-in Bluetooth 2.0+EDR (Enhanced Data Rate) and AirPort Extreme 54Mbps 802.11g.

■ Fujitsu announced two desktop replacement notebooks equipped with Intel's new Core Duo processor and Centrino Duo branding. The LifeBook N6410 offers a 17-inch LCD, Windows XP Media Center Edition 2005, ATI Radeon x1400 graphics with 256MB of HyperMemory (128MB video/128MB shared), and up to 320GB of hard drive space. Meanwhile, the 15-inch LifeBook E8110 comes with either XGA or SXGA+ resolution, extended battery life, and a long list of security and biometric features.

■ Gateway has new Core Duo/Centrino Duo thin-and-light notebooks in its lineup. Feature lists include Bluetooth, theft protection, Nvidia GeForce Go 7600 or 7800 graphics, extended battery life options, and

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Mission-Critical Temperature, Humidity & Environmental Control

Fourth-Generation Emerson Liebert DS Systems Monitor Your Data Center

by Joe Lazzaro

IF YOU MANAGE a high-density data center, keeping racks of servers and electronic equipment cool to increase their lifespan and reliability is a mission-critical task. This involves providing a cool dry airflow to server intakes while removing exhausted heated air from the servers as efficiently as possible. According to industry experts, sensitive electronics must be maintained at stable temperature and humidity levels around the clock, preferably around 68 to 77 degrees Fahrenheit, with a relative humidity of 40 to 55%.

Computers and communications equipment can generate significant quantities of heat, up to 10 times the heat levels of typical office space. As a rule of thumb, every watt of power consumed requires 1 watt of cooling to maintain a healthy environment. Failure to maintain optimum temperature levels for servers, equipment racks, and other electronics is literally an invitation to a potential meltdown of your valuable infrastructure. But you can avoid this completely preventable disaster by periodically monitoring your cooling equipment and performing repairs and upgrades on schedule.

Emerson Power rolled out four new Liebert DS data center and computer room cooling systems that, according to the company, increase the performance of green/environmentally friendly refrigerants, while at the same time supporting conventional ones. The customer can elect to use conventional refrigerants upon installation but can later convert to green refrigerants.

The company's latest DS offering includes 53KW, 70KW, 77KW, and 105KW downflow units. The four models control temperature, air quality, and humidity in temperature-sensitive environments. The systems feature the iCOM control system for more straightforward management and monitoring, as well as

system diagnostics. This latest offering also features an enhanced blower drive system, a five-year rated belt drive system, permanently lubricated 200,000 hour bearings, and an auto-tensioning motor base, decreasing maintenance costs and increasing system reliability.

With the trend toward more environmentally friendly cooling technology, Emerson has developed and deployed its Paradenser condenser system, designed to increase the efficiency of green refrigerants, which environmentalists claim result in less damage to the atmosphere.

According to the company, Emerson Network Power is the dominant leader in the cooling infrastructure category through its



SNAPSHOT

Emerson Liebert DS

Pricing ranges from \$15,000 to \$40,000, depending on capacity and configuration

Cooling systems have patented greenready condensers and range from 53 to 105KW capacities; they also feature central management and monitoring via Emerson's revamped icon control console

www.Processor.com/Liebert5

Liebert line of precision air conditioners. However, APC, Data Aire, and Stulz AC also provide precision cooling systems that compete with Emerson.

Continued from Page 16

SATA hard drives. Models include the 17-inch M685-E for business/education/government uses, the 17-inch widescreen NX860 for the home/home office, the M465-E for traveling professionals, and the 15.4-inch widescreen NX560 for home use.

■ Socket Communications announced the Go Wi-Fi! P500. This is an 802.11g CF Wireless LAN card for devices running Windows Mobile 2003/SE & 5.0 Mobile OSes. This card features IEEE 802.11b and 802.11g compatibility and has a Wi-Fi Companion that enables users to quickly connect to Wi-Fi networks. The Go Wi-Fi! P500 also supports voice over Wi-Fi features via Skype and has an Automatic Power Saving Mode, which enhances battery life by regulating the consumption of power. This Wi-Fi card, which fits into a Compact Flash card slot, will be available early next month for a suggested retail

Projectors

price of \$99.

■ ViewSonic announced five new portable projectors, the Cine1000, PJ458D, PJ766D, PJ452, and the PJ656. The Cine1000 features a 16:9 aspect ratio for widescreen theaters and uses DLP (Digital Light Processing) technology. It's an 8.8-pound projector that has 1,000 lumens and a six-segment color wheel to deliver bright

colors. The PJ458D and PJ766D are 2,000-and 2,500-lumen DLP projectors, respectively. Both feature a 2,000:1 contrast ratio and XGA resolutions of 1,024 x 768. The PJ452 and PJ656 projectors use LCD technology to deliver 1,024 x 768 XGA native resolutions in light weight packages. The PJ452 weighs 4.9 pounds, while the PJ656 follows at 6.2 pounds.

Storage

- ADIC released hardware and software upgrades for its Scalar i2000 enterprise tape libraries. The Scalar i2000 has a 19inch rack-compatible form factor. The hardware upgrade means that the Scalar can now support 96 tape drives. Also, the library now supports HP LTO drives, in addition to the IBM drives previous versions supported. The software upgrades include an enhanced graphical library interface that lets administrators locate tapes physically by barcode or serial number. ADIC also added optional media integrity analysis software. The program scans and analyzes alert events so administrators can quickly spot problem media.
- Alera Technologies introduced its 75-disc capacity DVD/CD Auto Publisher One, a robotic autoloading disc duplicator with a built-in inkjet label printer. It is fully enclosed, with heavy-duty metal construction protecting disc copying and printing

operations. With a 16X DVD/CD Recorder and high speed 4,800dpi full-color, photoquality disc printer, it produces 20 typical DVDs with color labels per hour. The Auto Publisher One supports the smallest ink droplet technology (3pl) with 16.7 million colors. A mastering, recording, and labeling software suite is included with purchase and the DVD/CD Auto Publisher One.

.

- TeraStation Pro, the latest addition to the TeraStation Terabyte portfolio of NAS solutions. The TeraStation Pro comes in capacities of 0.6TB, 1TB, and 1.6TB and incorporates SATA hard drives. This drive also includes an LCD monitor to indicate which mode the TeraStation is operating, disk usage, and network information. The new TeraStation Pro is Windows- and Mac-compatible and has four hard drives.
- LaCie's Two Big RAID device is preformatted in RAID 0 and available in 500GB or 1TB configurations. The Two Big has a maximum 115MBps data transfer rate, and hot-swappable SATA drives make it easy for users to upgrade. If data redundancy is a higher priority than speed, a RAID selection switch can quickly reconfigure the Two Big to a RAID 1. The product also includes a 4-port SATA II PCI-X card to add multiple Two Big units. It offers automatic drive rebuilding in RAID 1. The Two

Big will be available in the second quarter for \$469 (500GB) and \$949 (1TB).

- Lexar Media intends to incorporate PowerToGo into its line of JumpDrive products. PowerToGo will let users install and run many Windows applications from their Lexar JumpDrive. Additionally, PowerToGo provides the security of a private session by knowing no trace of files is left behind on a workstation when the drive is removed. The PowerToGo solution will be available on most JumpDrives starting in spring of 2006.
- LSI Logic announced that it has begun shipping its LSI 3GBps SAS 36-port and 28-port expanders. The LSISASx36 and LSISASx28 provide an upgrade path from the LSISASx12 and LSISASx12A's external SEP interface by offering a programming model for internal and external SEP support. Other features of these expanders include zoning for partitioning applications and initiator functionality. These extenders use an ARM processor for management and come with a baseline firmware that includes an application interface to control SEP functions. LSI Logic also has an SDK (software development kit) available to provide source codes and offers a number of support utilities.

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Modular, High-Density Rackmount Tape Library

Competitively Priced Automated Backup With The ADIC FastStor 1

by Ed Tittel

ADIC HAS LONG BEEN KNOWN as a purveyor of quality tape cartridge handling devices. The company's new FastStor 1 eight-cartridge tape library device fits standard 19-inch equipment racks and requires only 1U of vertical space (1.75 inches) for each such unit, which explains the vendor's claims for the highest-density tape library solution currently available. Each tape can store up to 200GB uncompressed (400GB

with 2:1 compression), producing total storage capacity of 1.6TB (3.2TB compressed) per eight-cartridge media set. The device can handle up to 108GB of throughput per hour (48MBps).

The FastStor 1 supports the Linear Tape Open standard, versions 1 and 2. As an open industry standard developed by HP, IBM, and Certance, support for LTO makes the ADIC unit compatible with other LTO-compliant hardware and software offerings, including industry-leading backup

software such as CA BrightStor ARCserve Backup and HP Open-View OmniBack II and products from Veritas, Legato, and others.

The primary target market for this product is small to medium-sized enterprises, so the FastStor 1 also includes numerous features designed to enable its use to be automated as much as possible. It includes two magazines to make it easy to remove media and load new tape sets. The FastStor's remote management interface also permits the device to be set up, configured, and managed using any standard Web browser. But



SNAPSHOT

ADIC FastStor 1

\$7,200 MSRP; \$3,800 street (add \$700 for a barcode reader)

A compact, competitively priced, highly automated, user-friendly LTO multicartridge tape library device, suitable for handling backup and archival for small to medium-sized enterprises

www.Procesor.com/ADIC

the ability to load up equipment racks with multiple units and manage them remotely makes this an attractive enterprise-class solution, as well.

The product is priced with an MSRP of \$7,200 but is available at substantial discounts on the street. (We found prices as low as \$3,800 from online vendors.) That puts this unit on an equal cost

footing with similar units from HP (Storage Works Ultrium 230i, which costs around \$3,400), as well as other competitive offerings from IBM,

Qualstar, Exabyte, and Storage-Tek. What none of these other products can currently match, however, is the FastStar's miniscule 1U rackmount profile. A barcode reader is also available as an extra-cost add-on for this unit and is handy for reading media labels when restoring files or backup sets; most backup software nowadays includes capabilities to print directly to labels in an inkjet or laser printer.

Email Utility

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Continued from Page 17

- The new FastTrak TX4310 is a 4-port, 3Gbps SATA controller from **Promise Technology**. The \$169 PCI card supports RAID types 0, 1, and 10, as well as RAID 5, albeit in software. Management features include support for variable stripe size and RAID-level migration, as well as background activities such as redundancy checking, activity resume watermarking, bad block handling, and multidrive failure prevention. The TX4310 also supports NCQ (Native Command Queuing), staggered spin-up, 64-bit platforms, and hot swapping.
- Seagate Technology announced the availability of its latest addition to the NL35 Series SATA disc drives. The new drives offer a half-terabyte (500GB) capacity and are optimized for tasks including backup/recovery, data management, and fixed content storage. These SATA hard disks are configurable for nearline RAID applications such as tiered storage and disc-to-disc backup. The NL35 nearline family from Seagate uses both the SATA and SAS interfaces for their hard drives. This drive series lets users combine SATA and SAS drives within the same SAS infrastructure. As a result thousands of SATA drives can be deployed and maintained in a single SAS domain. This keeps cost down while addressing capacity-intensive nearline applications.

■ Sony Electronics announced that its new AIT (Advanced Intelligent Tape) Turbo drives, the AIT-1 Turbo and the AIT-2 Turbo, will support the SATA interface. The AIT-2 Turbo drive has a native storage capacity of 80GB, though you can store up to 208GB on it using 2.6:1 compression. It also features a 12MBps sustained native transfer rate. The AIT-1 Turbo has a 40GB native storage capacity (104GB compressed) and a 6MBps transfer rate. These products are available from Sony; the AIT-2 Turbo runs \$1,070, while the AIT-1 Turbo has an MSRP of \$650.

Workstation

■ Apple has launched its first line of desktop PCs to feature an Intel CPU. The new iMac uses an Intel Core Duo processor and Mac OS X to offer a performance that's up to two times greater than previous iMacs. The iMac also includes the following other features: SuperDrive DVD recorder, 512MB 667MHz DDR2 SDRAM (expandable to 2GB), ATI Radeon X1600 PCI-E graphics processor with 128MB GDDR3 memory, integrated Gigabit Ethernet networking, built-in AirPort Extreme and Bluetooth 2.0+EDR (Enhanced Data Rate), five USB ports, and two FireWire 400 ports. Prices start at \$1,299 and include a 17-inch widescreen LCD.

Components

■ Advantech is targeting its new PCI-1758 line of DIO cards at industrial environments.

The PCI-1758U supports 5V and 3.3V systems. It has a built-in BoardID dip switch. The PCI-1758UDI has 128 inputs, and the PCI-1758UDO has 128 outputs. The PCI-1758UDIO offers 64 inputs and 64 outputs. The card includes a digital filter that removes data noise. The cards support Win98/2000/XP. The PCI-1758U starts at \$625.

.

■ TRENDnet announced the new TBW-103UB 802.11g Wi-Fi & Bluetooth Combo USB Adapter, a device that integrates Wi-Fi and Bluetooth access into a USB 2.0 Adapter. This device creates a bridge between the Bluetooth-equipped cell phone and the PC. In doing so, this bridge lets users make VoIP calls via their Bluetooth-equipped cell phone or surf the Internet on their laptop using the phone's on-board dialup modem feature. The TBW-103UB has an Average Selling Price of \$69.99

■ Support for two AMD dual-core Opterons in an ATX server board: That's the new Tyan Tiger K8SSA (S3870). Based on a Broadcom/ServerWorks BCM5785/HT-1000 chipset, the new Tiger can handle up to 12GB of registered DDR400/333/266 with Chipkill and ECC in a quad-rank arrangement. Other features include 3Gbps/NCQ SATA RAID support, dual Gigabit ports, 133/100MHz PCI-X and legacy PCI slots, integrated graphics, and TARO storage card support. The Tiger

K8SSA should become widely available sometime next month.

SOFTWARE

Application & Web Development

■ SoftLogica released the latest version of its Web application testing tool, WAPT 4.0. The software tests Web applications, servers, and sites for load, performance, and stress. The program lets users define and customize virtual user profiles. (The virtual users simulate customers at a Web site, for example.) The VUs can have their own IP addresses, as well as passwords and cookies. The software has realtime graphs and reports and a command line interface that lets you add WAPT to development environment. The software supports Win98/Me/NT/2000/XP and Windows Server 2003 and many languages. WAPT is available for \$250 per license. SoftLogica also offers discounts for volume purchases and a 30-day trial at its Web site.

Database & Data Mining

■ Business Intelligence announced a data query tool called DataLinks. The application is designed to simplify the data gathering and reporting process so that users with basic Excel skills can retrieve and manipulate any company data they wish and can generate personally-customized, real-time

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A Bigger Big Picture

HP OpenView Dashboard Delivers Uncompromising Health & Performance Views

by John Brandon

. . . IN INFORMATION Technology, getting "the big picture" on your entire network is rarely possible. Some organizations build Java applets and ActiveX controls that give you an inside view to network security or monitor performance on specific network nodes. Other companies use technical performance tools such as Managed Objects' Business Service Dashboard, which lets you create an IT service summary but doesn't summarize data in a simple executive-level view. Often, the main recourse for most managers is to live with a big picture for only some parts of the data center.

HP OpenView Dashboard delivers a much wider view into your data center health and performance. Although it's targeted primarily at large enterprises with multiple data sources and services, the system is ideal for companies that provide data services to multiple customers. The newly improved OpenView Dashboard now provides summaries on events, performance, antivirus, outsourced components, and security attacks. A highly simplified interface now shows one button

for business services that glows red or green, indicating whether a problem has been detected. Of course, the Dashboard is also customizable, so service managers can see detailed business service views, whereas an application manager can see a different view. OpenView supports data sources from HP OpenView management tools and non-OpenView tools.

"We're leveraging HP Open-View Dashboard to elevate our investors' online experiences," says a vice president for operations and system monitoring at a financial services company. "Using HP OpenView Dashboard, our business units will be able to assess IT and business data in one place to better understand the business impact of IT. As a result, we expect to enhance availability and performance of critical business services, including online trading."

In addition to the interface and customization options available in the new Dashboard, HP has added a new OpenView Business Process Insight 2.0 module for generating real-time reports using predefined business metrics. These targeted reports make OpenView Dashboard much more scalable in the organization because it means IT managers can view technical summaries and then report on network performance to business customers without having to create complex

Java routines to generate reports. The main advantage is the time savings to generate executive reports in just a few hours as opposed to the week-long manual effort.

HP OpenView Dashboard integrates with the HP OpenView Service Desk and Short Term Engagement services. Its support for OpenView and non-OpenView services, the new Business Process Insight reporting, and streamlined "red or green" interface make it one of the best business process improvement tools available.

SNAPSHOT

HP OpenView Dashboard

Pricing varies by installation

Provides summaries on events, performance, and security attacks with customizable views, depending on the manager's needs

www.hp.com

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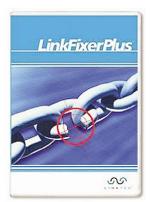
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Continued from Page 18 reports, all on a personal laptop and without having to consult with their IT department.

■ Vale Software released Express Agent, which is designed to help users easily and quickly schedule jobs and backups for SQL Express. The application has a graphical interface and wizards for ease of use. It also has full event logging, email notification, and the ability to import and export job settings. Express Agent comes in two parts, a client program to design the jobs and a server program to run the jobs at the set time. The job builder is designed to work on Win98/Me/NT/2000/XP and Windows Servers 2000 and 2003. The server program runs as an NT service on WinNT/2000/XP and Windows Servers

Imaging & Printing

2000 and 2003.

■ Equisys introduced the latest version of the Zetafax network fax server software, designed for businesses large and small. Zetafax 2006, like the previous versions, lets employees send and receive faxes from desktops and laptops. The latest release adds the ability to store and retrieve all faxes handled by the software for the purposes of regulatory compliance and record keeping. Zetafax also includes a Junk Fax Filter, Fax Creation Wizard, an improved interface, and other features that

help users ensure the security of confidential documents.

Network & Systems Management

■ AdventNet released its new Manage Engine OpManager Premium. OpManager monitors network activity and can instantly inform administrators when failures result. The system monitors WAN, servers, and network applications. Once connected, the system is capable of auto-discovering network devices and grouping devices into standard groups for easy monitoring. When failures do result, OpManager can provide administrators with detailed graphs and reports to help pinpoint the problem. Specific features include the ability to monitor Exchange servers and Active Directories and support for MS SQL Back End. A free version is available, but although it doesn't expire, it's limited to monitoring just 20 devices.

■ Berkeley Varitronics Systems has introduced BumbleBee PC Viewer, software for playing spectrum-analysis data from a BumbleBee handheld on a Windows-based PC. With BumbleBee PC Viewer, a BumbleBee iPAQ's RF data is transferred to a PC through either a USB connection or an SD or CF card reader. BumbleBee PC Viewer has Play, Fast Forward, Rewind, and Pause buttons. It also recognizes any Marker points created during the original capture. Users can also add new Marker points while

viewing the data on a PC. BumbleBee PC Viewer is available to current BumbleBee users for \$250.

ers for \$250.

■ Firetide has partnered with EDX Wireless to deliver wireless mesh network software and support aimed at large enterprise and municipal networks. The joint offering, called SignalMX, lets businesses include mesh nodes as part of their network deployment. The SignalMX software platform includes Firetide's HotPort technology, which offers a high capacity, self-healing wireless mesh network backbone. Both EDX and Firetide are working on adding features, such as integrated data transfer to and from Firetide's HotView Pro network management platform. SignalMX will be available in the first quarter.

■ Maxtor released Maxtor Shared Storage Plus. It will ship next month with support for Mac OS X 10.4 Tiger. Maxtor's product makes it simple for Mac users to create a shared network. Shared Storage Plus is also compatible with Bonjour, which lets the system configure the network automatically during installation. The Desktop icon gives users access to a shared public folder, as well as password-protected network folders. The Maxtor Shared Storage Plus has two USB ports, which are ideal for connecting additional storage drives or printers. Shared folders can be set to spe-

cific privacy levels, and Maxtor has a

Drag and Sort tool for sorting by file type. With Maxtor Shared Storage Plus, as many as 20 users can access files simultaneously using either a PC or a Mac. The 200GB drive costs \$299.95; the 300GB drive costs \$399.95; and the 500GB drive costs \$499.95.

■ Minicom has announced KVM.net, a new KVM management product that adds remote access to a company's equipment and can help centralize infrastructure management. It is not necessary to replace servers or switches in order to take advantage of KVM.net. The product supports both Minicom and third-party KVM switches.

Security

■ Anthology Solutions announced failsafe storage technology designed to bring enterprise data protection features to an economical appliance for small businesses. The new software also provides secure anytime, anywhere VPN-based remote access to files and applications on PCs and devices on your network. New remote access features complete the All-In-One VPN Router, Firewall, Switch, and Storage Appliance, in addition to new compatibility with Microsoft Active Directory environments. These v3.0 enhancements are being offered to all existing customers as a free upgrade of the Yellow Machine system software.

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Rediscover Your Network

Point Update To Real-Time Solution Offers Storage & Network Discovery Capabilities

by Joseph Pasquini

ANY IT ORGANIZATION seeking to optimize its enterprise applications first needs to assess its computing infrastructure. Such an accounting needs to include logical and physical locations, utilization statistics, and finally an understanding of the applications involved and their effect upon the network environment. To better help enterprise technology managers conduct

more thorough and timely reviews, nLayers has released version 4.5 of their InSight discovery solution.

"nLayers InSight gives our customers and partners a complete, global view of their IT services, as well as the flexibility to implement and extend the solution through a nonintrusive, real-time agentless deployment," says Gili Raanan, CEO and founder of nLayers.

Deployed as a self-contained solution based upon a hardened

IBM 1U X305 host running Red Hat Linux and Oracle 10G, the InSight 4.5 appliance now adds real-time discovery and relationship mapping of both network and storage devices to its already existing discovery capabilities. As part of the discovery process, InSight constructs a comprehensive Application Behavioral Model detailing how and when the components interact with each other as well as the transactions processed within each interaction. All components can be viewed by means of a single interface. Its new Layer 2 and Layer 3 discovery capabilities also allow it to capture dependency, demand, and usage data on network switches and routers.

This latest version of InSight introduces new scanning facilities for tracking network resources. Version 4.5 offers IP address device scanning and telnet scanning for network equipment. Additionally, SNMP, SSH, and WMI protocols are leveraged by InSight's Active Discovery Engine. According to nLayers, their passive discovery engine can collect data at a rate of up to 500 entities per minute without scanning, spidering, or probing the network.

SNAPSHOT

nLayers InSight 4.5

\$75 per node in blocks of 1,000 units

Latest version of passive/active network discovery appliance offers enhanced functionality

www.Processor.com/nLayers

InSight 4.5 also strengthens its ability to discover legacy or custom applications. Through the use of the appliance's Fingerprint Factory graphical wizard, InSight administrators can create port and service-based "fingerprints" of those applications that might otherwise have been overlooked in a normal scan. Additional application fingerprints are also available via nLayers' Fingerprint Knowledge Base.

nLayers is not alone in the discovery and mapping segment. Competition in this arena includes offerings from smaller discovery vendors such as Cendura and Collation, as well as from enterprise scalable providers such as Mercury Interactive and BMC Software. However, according to nLayers, InSight 4.5 is the only solution that offers instantaneous passive discovery coupled with the flexibility to selectively "drill down" and compile more detailed information on specific servers or services as needed.

Management Suite

www.Processor.com/MetaSolv

MetaSolv Inventory Management helps you accurately manage all the resources required to deliver communications services, allowing you to identify availability, location, and capacity of your network assets. MetaSolv Inventory Management enables you to keep your inventory "evergreen"—continually refreshed with near real-time visibility into any discrepancies between the actual network and the inventory database. In addition to helping you serve your customers better, this functionality also facilitates your compliance with financial reporting requirements like Sarbanes-Oxlev.

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 Manage customer and service inventory associations
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information, enabling simplified management and reduced costs of the underlying IT infrastructure. ITVerify is a complete product suite developed for change detection, performance analysis and improvement, configuration control and asset tracking, and consolidation analysis. Its telemetry engine collects data from any heterogeneous source within the infrastructure and creates a data warehouse that verifies all components within a client enterprise. ITVerify also provides the governance required to meet many of today's regulatory requirements. It allows managers to make precise, informed decisions that simplify complexity, reduce costs and enable the alignment of the infrastructure with its business goals.



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Continued from Page 19

- Atempo's Time Navigator SCM (Security and Compliance Manager) now supports Mac OS X 10.4 and Mac OS X 10.4 server. It secures data when it is "in-flight" and "atrest." Atempo also added a new installer for Mac OS, a new GUI, and a Dashboard widget that lets users monitor backup activity.
- Cyber-Ark Software unveiled an updated version of its Enterprise Password Vault, which acts as a kind of digital safe-deposit box for securing highly sensitive information within and across global enterprise networks. The previous version of the Password Vault let authorized users secure, share, and manage passwords, but the new version adds the ability to manage application-to-application passwords. The included Central Password Manager module lets administrators reassign passwords on demand and automatically to manage application and support staff access. Other features include password object administration and support for authentication servers such as Vasco, Safeword, ActivePack, RSA SecurID, and Alladin OTP.
- eIQnetworks released an updated version of its ESA (Enterprise Security Analyzer), which is an enterprise-class SIEM (Security Information and Event Management) platform. Features of ESA

2.1 include correlated alerting, centralized log management, topology-based threat visualization, real-time event monitoring, reporting, and forensics. ESA 2.1 also supports e-eye Retina and ISS vulnerability scanners, Cisco CSA, NetFlow, and C-Flow systems. ESA is fully scalable, and administrators can set it up and begin using it within an hour. Pricing for ESA with five devices and five hosts starts at \$7,995.

.

■ Keeping corporate networks secure isn't easy when users are installing peer-to-peer file sharing software and downloading spyware unwittingly. FutureSoft's new DynaComm i:scan provides enterprise admins the ability to manage a range of endpoint security tasks. Using i:scan, administrators can remove and protect against spyware, eliminate rogue peer-topeer applications, remove IM clients, lock down applications, and even manage USB devices. The software is also capable of identifying explicit images. Using i:scan administrators can monitor the entire network from a central location.

■ StillSecure announced the availability of StillSecure Safe Access v4.1. The latest version of Safe Access features endpointbased DHCP (Dynamic Host Configuration Protocol) enforcement, a new type of policy enforcement that quarantines devices

using an endpoint's existing routing capabilities. It also uses three methods of endpoint testing: agentless, ActiveX, and agent-based. Safe Access v4.1 uses DHCP network-based, in-line, Cisco's NAC architecture, and 802.1x methods of policy enforcement, besides the endpoint-based DHCP. StillSecure Safe Access v4.1 is available on an annual fixed-cost subscription or through a purchase and maintenance model based on the total number of users.

.

■ Trusted Network Technologies announced its Identity Driver for Mac OS X version 10.4 Tiger users. This component of TNT's Identity product extends enterprise-class identity management and audit to the Mac community for the first time. Identity allows organizations to see, control, and prove who's interacting with any server or application, from what computer and when, which are imperative requirements for IT operations.

Storage

■ DataCore Software launched a series of DR (Disaster Recovery) and storage pool mirroring products. The offerings are designed to protect terabyte-sized storage pools serving the multiple application servers of SMEs. The DR packages run on both AMD and Intel processors and feature application-transparent data protection and failover, performance acceleration technology, and more. The DR package starts at \$7,998 and comes with management software for up to two SANmelody disk servers and your choice of add-on disaster recovery software.

SERVICES

Security

■ Verano and Counterpane Internet Security have joined forces to offer a cybersecurity monitoring service for control systems of utilities and services such as power, water, gas, and mass transit. Verano provides its Industrial Defender security appliance, while Counterpane supplies data monitoring expertise. The service aids compliance with recent NERC CIP security standards without adversely affecting availability or reliability.

Storage

■ Norlight has announced Data Storage Services, which offers disk-based, offsite data storage. Norlight has implemented security features for this high-speed storage service. Data Storage Services is compatible with most of the backup and restoration software on the market. Data Storage Services has a redundant configuration and is compatible with Norlight's Data Center and Workspace Recovery Service.

Globally Manage Endpoint Security

FullArmor PolicyPortal Extends Group Policy Beyond The Border Of Active Directory

by Cynthia Lazzaro

. . . ONE OF THE BEST FEATURES of Microsoft's Windows Active Directory environment has always been the Group Policy. Group policies let domain administrators create user and computer policies that will control the environment right down to which applications can be run by specific users or on specific computers. A group policy can deliver a customized Desktop configuration to a user or deliver hardware configuration settings to computers. In general, virtually any

option available to manage users and computers can be configured and automatically delivered when they log on to the domain.

So what's the downside? Group policies can only be applied to Windows 2000 or newer operating systems that are part of an Active Directory environment. Active Directory is a powerful but complex environment, and many small businesses may not have the in-house expertise or the budget to outsource its management. And some companies are using other OSes, such as Netware or Linux,

which adds another compatibility issue to the mix. However, the new PolicyPortal from FullArmor is about to change all that.

FullArmor's PolicyPortal is a Web-based product that can be applied to systems that are not continuously part of an Active Directory forest and can also deliver group policies to operating systems and devices that are not compatible with the default Group Policy process in Active Directory.

PolicyPortal lets network admins connect to the FullArmor Web site and access an interface

that looks almost exactly like Active Directory. From there, the administrator accesses the Group Policy creation screen and creates whatever policies are necessary. At that point, the group policies are converted to executable files and are ready to be delivered to any device or OS that is running FullArmor's PolicyPortal.

A lightweight software agent is installed on an endpoint device such as a laptop or other computer. When the device accesses the network, the agent will transparently connect to the PolicyPortal at predefined intervals to check for policy updates and reapply policies whose configurations have been modified by the end user. This reapplication assures compliance, because even if the device is no longer connected to an Active Directory forest, group policy settings will still be continually enforced.

Currently there are agents only for Windows endpoint nodes, but because the product is based on the 64-bit Windows Server 2003 R2 platform, the enterprise software

can monitor and configure security parameters on any notebooks, home clients, kiosks, Point of Sale systems, ATMs, or other Windows systems in or out of the network.

While there are products that also extend the capability of group policy, such as NetIQ Group Policy Administrator or Quest FastLane ActiveRoles version 5.0, both products require Active Directory to be installed on the local network. As of this writing, FullArmors' PolicyPortal is the only product that provides the power of group policies without having to implement Active Directory in the enterprise.

SNAPSHOT

FullArmor PolicyPortal

\$1 per device, per month; \$1,500 one-time access fee

Gives small and midsized network admins all the power of Group Policy without implementing a full-blown Active Directory infrastructure

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ACP's ThinManager (Thin Client Mgmt, Software) lets you configure, maintain, upgrade and replace thin clients quickly and efficiently. Its intuitive interface provides at-a-glance management of all connected ACP Enabled Thin Clients. ThinManager is also a client enabling technology, so each connected client has the same software, assuring uniformity of operation across a variety of thin client models.



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Manufacturer Presentation.

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NEW Diskeeper 10 provides new adaptive technology designed to wring every last drop of performance out of every computer on your network.

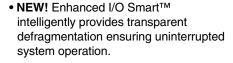
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TimeData simplifies operations and makes IT more cost-effective and efficient by taking away the drudgery, complexity, and uncertainly associated with traditional data protection. It integrates seamlessly into your standard server, storage, and network environments and leverages existing tape backup infrastructure for long-term and offsite

TimeData ensures business continuity by making up-to-date and historical data readily available at a remote site over standard wide area networks.

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Powerful Partition & Hard Disk Management Utility



You've come to rely on your servers for providing mission-critical applications for your customers, employees, and partners to conduct business. Because these resources need to be available 24 x 7, you need reliable management tools that provide better data protection, minimize server downtime and allow you to perform needed maintenance ensuring maximum server performance.

Acronis Disk Director Server 10.0 provides you with powerful partition and hard disk

management utilities to ensure your servers are running efficiently. The product builds upon the award-winning technologies from Acronis to manage partitions and edit hard disk drives.

Key Features:

- Command-line interface create scripts for application tasks
- Partition management split, merge, resize, copy, move and delete partitions within Windows
- Data destruction wipe out all data from a deleted partition and from unallocated space
- Hard disk editor perform advanced editing, such as restoring boot records and hexadecimal editing
- Application log View all actions performed using the application
- Data recovery restore damaged partitions

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Control Access to ALL Removable Media Devices and Protect the Integrity of your Network



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No other software makes managing Removable Media Devices as quick and easy!

You probably have extensive network security measures to protect your organization from external threats but your biggest security risk may be sitting down the hall! Innocently or maliciously, employees and visitors at any workstation can use removable media devices to transfer vast quantities of data quickly and without your knowledge.

USB drives, CDs, digital cameras and MP3 devices are great productivity tools. However, left uncontrolled, these removable media devices make every workstation (and even your entire network) vulnerable to:

- Allowing massive amounts of sensitive data and intellectual property to be removed without company knowledge
- Uploading viruses, spyware and any undesirable or hostile software
- Installing unauthorized software

DeviceShield™ protects against the Threat from Within.



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Protect Your I.T. Equipment... Don't wait until it's too late!



What Will You Do When Disaster Strikes?

□ Run □ Panic □ Cope Rejoice * Quit

Right now, your data center is under attack!
You might not believe it because things appear to be running smoothly. The network is up and bandwidth is not taxed. The servers are accessible and users aren't complaining. Everything appears to be under control. However... just beyond that wall, above those ceiling tiles, or under the raised floor is a disaster waiting to strike. Even worse, it has your name written all over it!

You see, no one really knows when or how a disaster will strike. We just know the potential is always there. So preparing for it is critical to minimizing its impact on computers, networks, users and the organization.

Computer Room Environment Monitoring Too Often Overlooked

Today's data centers are complex and handle an immense work load. This is because what happens there effects the entire organization, supporting hundreds or thousands of employees. The most overlooked issue in data centers today remains "environment monitoring". This is true at least until a disaster strikes, then it becomes *Job 1*. Why wait for your own disaster?

What Is Environment Monitoring?

In the data center, computer and network equipment must be kept within a specific range of environmental conditions. If these get out of bounds, unpredictable and potentially catastrophic results can occur and cause data loss, hardware failure, denied access, and downtime. Primary issues include:

- Temperature (high / low)
- Main & UPS Power (interruptions)
- · Flooding / Water (leakage)
- Humidity (high / low)
- Smoke / Fire / CO2
- IP Camera (security)
- Intruder / Room Entry / Motion (security)
- · Dry Contacts (aircon, cooler, generator, etc.)
- Panic Button (staff calls for help)

Air Conditioning Remains The Primary Cause Of Most Data Center Disasters

Failure of a primary or backup air conditioner is a major threat in all computer rooms, as temperatures will rise rapidly. Condensation overflow from air conditioning or leaks from water pipes that support a system can cause

flooding. Power drains from AC can also damage computers & equipment.

Main Power Sources Remain Unreliable, A UPS Is Simply Not Enough

Even in the 21st century, we still haven't harnessed electricity. Situations like over / under voltage, spikes, drops and blackouts haunt managers. Failure of backup power sources like generators or UPS systems with short run or expired batteries can make a bad situation even worse. Consider what happens when main power goes out and a UPS keeps CPUs alive while the air conditioning systems stay down. The end result is extreme temperatures in the computer room that will eventually cause severe hardware damage or

- 61% of data centers say downtime is due to environment issues 1X+ in past 12 months
- 23% of data centers say downtime is due to environment issues 5X+ in past 12 months

Your Data Center & Job On The Line

If disaster strikes your data center, how will it impact business? Who will get the blame? Could it have been prevented? Will management be asking for your head on a silver platter?

Downtime Costs More Than Money

When disasters occur, there are significant costs in areas that go far beyond the simple replacement of damaged hardware. Data can be lost and costs incurred to restore or recreate it; online operations lose sales & service opportunities... causing lost revenue both now and in the future; salaried employees continue to get paid even while systems are down and they can't work; overtime accrues for IT staff who work around the clock to get systems back online; and there will be other costs too.

- 59% of data centers say downtime lasts 1/2 day+ · 27% of data centers say downtime lasts 1-3 days
- 45% of downtime costs over 10K per incident • 11% of downtime costs over \$50K per incident

A Proactive Approach Is the Best **Because Computers Don't Swim**

The concept of knowing early and immediately about developing environment problems is easy for all prudent managers to understand. A business does not have to encounter a flood for the IT staff to know that computers don't swim. The "5 Critical Steps" to successfully prevent an environmental incident from causing your organization a catastrophic disaster include:

5 Steps To Prevent IT Environmental Disasters

- 1) Early and Immediate Detection
- 2) Automated Alerting to Responsible IT Staff
- 3) Fast and Appropriate Action by the IT Staff
- 4) Automatic Response & Action Procedures
- 5) Review, Analyze & Plan Future Prevention

Insurance And Recovery Plans Are Just "Band Aids" After A Disaster

Insurance policies offer some financial relief from disasters by compensating for the cost of lost equipment. However, they never cover all of the extended costs (see above). Worse still is the impact on cash flow while you wait to be reimbursed. And who wants to fill out all those forms anyway? Then, in 6-12 months your insurance premiums go up. Ouch!

As for recovery plans, you need to (must) have one. Although, wouldn't you like to have one and never be forced to use it? Even the best recovery plans do not pay the costs. They provide a guideline as to how to get back in the game after a disaster. Wouldn't your management team rather avoid the experience altogether? Wouldn't you?

Why Put Your Business At Risk?

How much would it cost your business to lose access to primary servers or the network for just a 1/2 day? Ten, twenty, a hundred thousand dollars? A million dollars? It depends upon what you do although any loss is too much when it's *your* money. In today's online world, downtime for even a few minutes can mean life or death to sales opportunities or the entire business. Do you need to be in business continuously, like 24 x 365? Then stop running around with scissors

Solutions Exist For Computer Rooms Of All Types And Sizes... Yours Too!

AVTECH Software has several powerful, scalable solutions for environment monitoring. All are small enough to hold in one hand, completely mobile, and optionally available in a rack, wall and ceiling mount. They come complete with easy to install hardware, cables, sensors, easy-to-use network-wide monitoring software, CD media & documentation,

installation notes, 12 months of *Maintenance Support & Update Service*, even a screwdriver. Installation is easily completed in minutes.

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AVTECH Software products are used around the world by all types of organizations. Sample users include the White House, Pentagon, United Nations, most branches of the U.S. government, over 80% of the Fortune 1000 and businesses of all sizes. We think that your organization is just as important. Don't you?

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** Read the PROCESSOR cover story for August 12th... "AVTECH: A Company To Watch" by using the "Search Past Articles" feature on PROCESSOR.com, key word "AVTECH". **

Manufacturer Presentation ______ Software - Storage Advertisement

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has developed and now offers its
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to boot directly from the backup
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This truly unique software solution



now enables Windows® users to make any hard disk drive a backup device and grants them the ability to instantly restore their entire system's hard drive, a directory, file type or a specific file. DPS also offers EzBackup™, enabling users to simply back up and recover files to any hard disk without creating a mirror-image copy of the system.

As part of its development, Data Protection Solutions continues to advance its strategic approach to continuous data protection by strengthening, simplifying and delivering backup solutions that take features found in the enterprise, such as bare metal recovery (BMR) and delivering them economically for use with edge-of-the-network devices such as PCs, laptops, workstations and departmental servers. Users can now enjoy simple, more reliable and lower cost disk-to-disk technologies with one-step restore capabilities.

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Manufacturer Presentation .

Software - Network & Systems Management Advertisement

Wireless LAN Analyzer



AirMagnet Laptop Analyzer 6.0 is the sixth generation of AirMagnet's popular, laptop-based WLAN security and troubleshooting software. The new Laptop Analyzer adds support for Intel® Centrino® technology, eliminating the need for users to buy a separate Wi-Fi card, and includes a remote visibility capability to share realtime network information with distant experts.

AirMagnet has also expanded its compliance reporting feature with a new compliance report to help users meet strict new regulatory requirements for wireless payment transactions. This automated compliance report supports PCI DSS, the Payment Card Industry's Data Security Standard – a set of 12 requirements created by VISA and MasterCard to ensure that cardholder information is kept secure throughout the credit card transaction process. Merchants or service providers who fail to comply with the standard face

financial penalties and may even have their acceptance privileges revoked. AirMagnet already delivers compliance reports for Sarbanes-Oxley (SOX), Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Billey (GLBA) and the DOD8100.2 directive.

AirMagnet Laptop Analyzer 6.0 adds more than a dozen new features in all, including:

- Direct security alarm notification to email, cell phone and other end-user devices
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- Enhanced decoding support for key Internet protocols such as FTP, SMTP, Telnet, HTTP and POP

Laptop Analyzer 6.0 is priced at **\$3,495** in the U.S. and is available now.

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.Manufacturer Presentation **_**

Software - Security Advertisement

Beta Systems' Identity Management Suite

Now Includes Enterprise Single Sign-On Component

Passwords seem like a great way to secure your applications. But most users have to log in to several password-protected applications and Web sites every day, and they often have trouble. In fact, Gartner says about one-third of all calls to Help Desks concern passwords, and that is expensive. Forrester Research and other research organizations agree that it costs at least \$38 to reset a single password. And all those calls cause enormous wear and tear on your overworked support staff. A solution is needed to save time, money and frustration all around and get your passwords working for you again. You need a comprehensive Single Sign-On solution that can scale up to thousands of workstations and still work transparently when your users are on the road. You need a true SSO solution that will pay for itself within a year.

The Single Sign-On solution of Beta Systems, SAM eSSO, is a proven technology that's easy to use, simple to integrate and cost-effective to manage. It's a flexible, platform-independent building block that can integrate smoothly with virtually any environment with a minimal of configuration and maintenance. SAM eSSO meets all the key requirements of today's organizations, including:

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For More Information, Visit www.Processor.com/Beta



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Manufacturer Presentation _

Software - Security Advertisement

Prevent Data Theft at the Source



The proliferation of portable storage devices in the workplace puts your network at a greater risk than ever of identity theft, data loss and spyware propagation. DeviceWall® from Centennial Software helps you combat these threats by preventing the use of unauthorized portable storage and wireless devices on the corporate network including:

- USB memory sticks
- iPods and other media players
- PDAs, BlackBerry devices and Smartphones
- USB & Firewire mass storage devices
- CDs, DVDs and floppy disks

DeviceWall enables a central administrator to create and enforce a security policy that determines which employees in the company are able to access different types of devices. Any device type not explicitly permitted is automatically blocked. Security managers can remotely monitor the volume of blocked and allowed device connections on the network - even if they are not logged into the DeviceWall Control Center.

Why your business needs DeviceWall . . .

- Reduce risk of identity theft, data loss and espionage
- Prevent the spread of spyware, malware and viruses
- Comply with legal obligations & best practices
- Reduce legal risks
- Maintain full business productivity
- Handle exceptions quickly and easily

DeviceWall can be downloaded for a free 30-day no-obligation trial from

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OPINIONS

DATA • DEVELOPMENTS

When Google Doesn't Help

As a developer and author, I find myself constantly researching new technology. Ostensibly, my readers (mostly other developers) are doing the same. The problem is that the information available is all too often overwhelming—even for the experts. Incidentally, all of us are experts on something. Some know every aspect of getting an aging lawnmower to start; others (supposedly) know how to build an effective antiballistic missile defense system (although IMHO there are too many "experts" in this field). But I digress.

With Microsoft churning out new technology at breakneck speed, it seems the epoch ages of technical evolution last a few years (months or weeks) with or without "intelligent design." As a result, Microsoft, third-party authors, trainers, and content providers (myself included) churn out material based on current functionality; we discuss what works now. Because of this, developers (and authors) can be easily overwhelmed. When we search, we find too much content that's not helpful, assuming we can find it in the first place. The concepts these topics describe might be correct, but the implementation and code is often unusable or out of date. This is especially true of articles written against alpha or beta versions.

Mining The Documentation

When working with these new and improved Microsoft .NET technologies, I spend far too much time mining the Visual Studio 2005 documentation to find a few nuggets of useful information. This process can be very frustrating as the doc is so poorly organized and cross-referenced. I suspect that there is a lot of useful content there that simply can't be located without more dynamite. As a side note, I just heard that a portion of the documentation topics are machinegenerated. I kinda thought so given the lack of meaningful content in some topics.

Generally, I think there are several problems here. First, the documentation is far from complete. Consider that the doc team probably froze the documentation in May or June (anticipating a September or October RTM). This means the DVD (local) doc is badly out of date. The Visual Studio 2005 online doc is not much better, and it also assumes you have connectivity when

you're researching a problem. This is not usually the case when I fly or sit in a hotel in Justshoot-menowandputmeoutofmymisery, Texas. I have also found that many newer topics are very sparse, lacking essential detail on how to use the object. Too often the details on where this concept fits with others and how it works in practice are missing. It's like buying a model airplane kit only

different than those used with ASP.NET. Yes, these two architectures have objects and concepts in common, but even then they are often managed differently.

Is Google The Best Source?

Many of us depend on Google to find out how to best use and apply these new tools. We have to. Yes, Google does an adequate job of finding stuff, but it can't

is trying to do today. Similarly, if one is still working on Visual Basic 6.0, an article on "Visual Basic" might detail Visual Basic .NET that is less than no help at all because it can cause more harm than good.

So what is a developer to do? Get a book? Well, until the product has been on the shelf for four to six months, you won't find any books that describe how the product actually works based on the RTM version. It takes that long to get a book finalized, edited, printed, shipped, and distributed. Magazine articles are not much better.

Blogs are probably the most current source of information on technical topics. Not only that, but blogs are interactive. This means if someone reads the content and finds a flaw or a nuance not mentioned in the article, the reader can contribute a comment (or an ad for online poker). However, just because something is posted to a blog does not make it correct, relevant, or current. Make sure to check the posting date and the author's credentials to make sure. We should also encourage bloggers to purge dated material or at least mark it to show the applicable version. For a taste, try betav.com/blog/billva.

Send your comments to bill@processor.com

WILLIAM (BILL) VAUGHN



William (Bill) Vaughn is an industry-recognized author, mentor, and subject-matter expert with more than 30 years in the computing industry as a developer, manager, trainer, marketer, and writer. After 14 years at Microsoft, Vaughn stepped away to work on his new books, in addition to mentoring and leading training seminars. He's written six editions of the "Hitchhiker's Guide to Visual Basic and SQL Server" and two editions of "ADO.NET and ADO Examples and Best Practices for Visual Basic Programmers." He and Peter Blackburn just finished "Hitchhiker's Guide to SQL Server 2000 Reporting Services."

to discover a block of wood and a picture of the finished plane.

Another problem is that the Microsoft-provided help search engine sometimes gives you information about other (often irrelevant) architectures. For example, when I'm working with a Smart Client application, the programming paradigm and the objects I'm working with are very

(or doesn't) keep track of when the article was published or when it should have expired. It can't validate the topic either; you have no way of knowing the credentials of the person who wrote it. So, no, Google does not always find relevant, suitable content in the sense that content written one, two, or more years ago has any bearing on what one

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OPINIONS

Supporting Mobile Users

It's Wednesday. Just after 9 p.m. You've finally arrived at your hotel thanks to a late flight, a lost bag, and a 73-page contract to rent a car. Road weary but not defeated, you fire up the ol' laptop to review your sales pitch for tomorrow's meeting only to discover your presentation is gone. No sweat. You've got a fancy new remote access system for exactly this kind of emergency. That is, until that fancy new system spouts off some "undefined connection error." Cue the sweat. Is your help desk open? Or is your help desk superstar home watching the latest urban legend-busting episode of "Mythbusters"?

If your company is anything like ours, mobility is not an urban legend; it's a confirmed way of life. And with this new way of life comes new challenges supporting mobile users. Before we talk about technical specifics, it starts with setting the correct expectations in both end users and support staff.

Confirmed

End users expect their mobile experiences to be very much like their in-office experiences for performance, reliability, and support. Support staff expect end users to know that mobile experiences are notoriously slow, unreliable, and inconsistently designed. I suggest two steps to reconcile the differences.

First, make your support staff operate from a remote connection, either physically or just by dictating which connectivity they use for a period of time. It's the theory of eating your own dog food: If the support staff go through the experience first, they will be more understanding of what your end users are going through when they face some of the same challenges. Second, use controlled environments for end users to get their first experiences with remote access solutions, like using a cellular connection at their desk for a couple days or working from home on a DSL line. By reducing some of the variables they will encounter on the road, you reduce the intimidation factor of a new system and give them a better sense of what to expect as "normal," when to ask for help, and what type of help they can expect to receive.

Plausible

The technical challenges of remote support are plausibly reduced recognizing where remote support varies from local support. I lump remote support into three main categories: connectivity,

hardware, and everything else. Let me start with the easy one: everything else. A call to the help desk about formatting a document in Microsoft Word is the same whether the user is in the office or not. Other than considering the hours you staff your help desk, your current support structure should be adequate to meet these types of needs.

hidden partition), and charging end users with some accountability for making their own backup plans like copying their presentation onto a CD or USB drive (consistent with your own security policies). Fortunately, with most modern equipment, hardware failures are rare.

Connectivity issues, conversely, are not rare. I would estimate 80%

MICHAEL DEMPSEY

Michael Dempsey is the information technology manager of Sandhills Publishing and technical editor of Processor magazine. He has more than a decade of experience in voice and data communications and holds current CCNP and CCDP certifications. Dempsey is an expert in network security, virtual private networks, and IT infrastructure.



Hardware issues (including catastrophic configuration problems like inadvertently wiping out the operating system) are a little trickier. In the most fundamental sense, a hardware failure is a hardware failure regardless of where it occurs. Diagnosis of the problem remains roughly the same, just not the resolution. My recipe for success includes extra equipment on hand that can be shipped to users in an emergency, imaging programs that can provide users with a local system image/backup (preferably on a of our remote support issues are related to connectivity. There are simply more connectivity variables outside your office than on your LAN. Does the hotel use a proxy server from this decade? Does the airport use the correct firmware on its access points? Does the coffee shop block SSL? Is the user even connecting to the network he thinks he is? Without connectivity, you have to troubleshoot blind. Even the best help desk/remote control applications are worthless if they can't reach the target machine.

Even if your users are connected at layer 2, selecting the right combination of connection, VPN, terminal services, personal firewall, printers, home pages, and so on are completely over their head. These connectivity profiles must be managed by your IT staff and reduced to a click or two for your users to have a hope of getting it correct. I strongly recommend investing in a utility that will help create, maintain, and apply profiles for these settings (and more) depending on the situation at hand. We use a tool from IBM called Access Connections. It works very well for us, but there are certainly other choices for this type of application as well.

Busted

Mobility initiatives let employees work from virtually anywhere. What you may not initially realize is when such systems are available, people will work virtually anywhere and at any time. Operating a data center 24/7 is nothing new, but supporting end users scattered around the country around the clock often is. In the spirit of "Mythbusters," the difficulty of supporting remote users is "confirmed," but the notion that it's impossible is "busted" when approached with a couple new tools and the right point of view.

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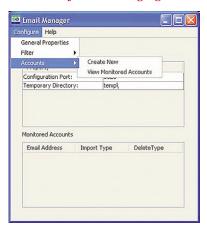
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Optical Image Technology Email Manager

The new version of Optical Image Technology's Email Manager includes several major enhancements that give it much more functionality and more configuration options for administrators than its predecessor.

The program is a powerful email archive system that allows an organization to store important emails in the fully secure DocFinity repository and locate them using one of the many retrieval options available. In the newest release, the program's ability to index emails is not limited to the traditional fields such as date, time, and sender. Any of the email's header information, both custom and standard, can also be used for indexing, allowing users more ways to store and retrieve emails. This enhancement provides more functionality, enabling emails to be associated with other documents based on their content. The system administrator sets the indexing criteria in advance, so emails are automatically indexed behind the scenes.

Additionally, the new Email Manager allows administrators to set up rules regarding which emails are stored and indexed. This enables the system to conserve storage space by rejecting spam and other messages of little or no importance. New features enable the administrator to set up whitelists and blacklists to authorize or reject all emails matching those on the list.

The new Email Manager is written in Java, allowing it to operate on any platform. A single installation of Email Manager can monitor multiple email addresses on multiple mail servers and apply unique indexing for each address. It works with POP3 and IMAP email servers and their secure versions.



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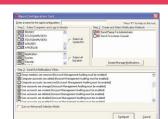
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Making A Business Case

How To Convince People Of Your Project's Value

by David Garrett

A SOFTWARE UPGRADE. New staff. A new SAN or even a CRM system. They all cost money, and if you expect your CFO to approve the funds, you'll need an expert's touch for making a business case. Your project depends on it, but it's not a cause for worry. In fact, it's not as hard as it seems, and it can be as simple as finding the value in your project and convincing others to see it as you do.

Show Me The Money

The best way to make a business case is also the simplest: List the benefits, one by one, and quantify them. Benefits you can measure (often with a dollar value) are called hard benefits, direct benefits, or metrics, and they give you a precise way to build your case to people with check-signing power.

Greater sales and reduced costs are at the top of the list of common metrics. They resonate with decision-makers like few other metrics

can, but they're hardly the only metrics you can cite. Does your project reduce personnel, help desk tickets, or end-user complaints? Those are all benefits you can translate into bottom-line dollars in building your business case.

Let's say you install a faxback service for your help desk. If it cuts open tickets by 10% (a modest amount by many standards) and each ticket costs \$80 to fulfill, you could save a tidy sum. Consider this: BMC Remedy, makers of help desk and other business service software, estimates that help desk calls can run from \$25 to \$275, depending on the support tier, call length, and more.

(Not So) Soft Benefits

Metrics and hard benefits are one thing to measure, but how do you make a case for your project if its value is hard to compute in dollars? Soft benefits—the intangible value a project creates—can be just as useful in gaining support if you know how to present them right.

Start with the largest, most impressive soft benefits your project entails. Will it improve customer satisfaction? Productivity? Brand recognition? Those may be hard values to quantify, but they're recognized, respected buzzwords that always catch attention.

Far and away the best soft benefit of a new project is the fact that it solves a business problem or "removes a pain point," to use a common phrase. If, for instance, your CRM app not only improves sales but gives you a working knowledge of Oracle, which you'll need for future database projects, that may be enough to justify the project in concert with sales results. After all, new knowledgeand knowledge that drives business process improvements—is always a welcome addition to a well-made business case.

As Always, ROI

Of course, the magic term in building a business case is and always has been ROI, or return on investment, a number you'll need to know how to compute. And you won't be alone. Ernst & Young predicts that nearly 80% of all firms demand an ROI

process before a large IT investment. Now more than ever it's a standard tool in an IT manager's arsenal, and its most common formula is thankfully simple:

ROI (as a percentage) = (Net Benefits / Costs) x 100

So if your patch management system yields \$100,000 in savings and costs \$50,000 to install (counting license fees, man-hours, support, and all the other costs that go into the mix), its ROI is a neat 200%.

That's not the only way to compute ROI, of course. CROI, or cumulative ROI, is computed by dividing the total net benefits of a project over time (say, three years) by its initial costs. So if that same patch management system yields \$100,000 in net savings per year, its CROI, presuming it still costs \$50,000 to install, is a whopping 600%.

That's a number high enough to make CROI a favorite in an aggressive business case. But it does little to explain the investment's payback period (how long it takes a project to recoup its costs) and ignores the time value of money, a problem when inflation means that a dollar today is worth more than a dollar a year from now. It also fails to account for depreciation, amortization, and the net present value of assets, issues that are beyond our scope here but can be addressed by any good accountant.

After It's Over

If you've made a good business case for your project and loosened the funds from a tight corporate

purse, kudos. But don't forget to measure the results once the project gets started. How? Start with your project team. Make sure they know the metrics you used to sell the project. Are there fewer calls to the help desk? Did you truly increase sales as you planned? The right follow-up can give you the data you need to know you made it to the finish line.

And lastly, remember the ageold wisdom of "Under-promise and over-deliver." When building your business case, don't be afraid to be modest in what you promise and lavish in what you achieve. You'll be in the minority if you do, but you'll be among the best.

Polish Your PowerPoint

Building a good business case is about more than numbers. It's about persuasion. Here are a few tips to help you convince the people who matter.

- Take the time to make a formal presentation.
- Don't simply use PowerPoint and a few stats. Enlist the help of your graphics department polish is a step toward perfection—and get as much data as you possibly can.
- Remember that brevity is a blessing. "Formal" does not mean "long." CEOs, CFOs, and others whose time is precious will be grateful to you for keeping it short.

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Thinking Thin

Considerations Before Testing & Choosing A Thin-Client Solution

by Douglas Schweitzer, Sc.D.

DATA CENTERS AROUND the globe are increasingly turning to thin computing to meet their desktop computing needs. The fact is the attributes of today's thin clients rival those of the fat client but without fat client management and security issues. Thin clients boast data security and privacy but don't require a large support staff—a real boon for organizations experiencing budget cuts that severely restrict manpower. Yet thin computing still provides the access to applications and data that workers require to perform their jobs effectively and efficiently.

Benefits Of Running Thin

A recent study by Gartner concluded "thin-client deployment also offers a quick return on investment (ROI) with a payback period of three months for thin clients." The reason for this is simple. The operating system of the thin client is set out from one central administrative location with a remote terminal client, making the thin client much easier to manage. Without visiting each workstation, managers can apply virus and application updates, as well as deploy patches and perform routine upgrades for hundreds of users by working solely on terminal servers.

When using thin clients, you can add new desktops very quickly. Also, if a thin-client device fails to operate, you can make your desktop functional again in a snap by replacing the device. It's a good idea to have your IT team keep a spare or two on hand for this purpose.

In The Long Run

Because thin-client devices contain no fans or other moving parts, their MTBF extends well beyond that of run-of-the-mill desktops. According to Gartner, the MTBF of the average thin client is roughly 175,000 hours, compared to the PC average of approximately 25,000 hours. This reliability is especially attractive for organizations that have limited manpower and budgetary constraints. Not only is running the thin client less expensive, but thin-client devices themselves are less costly. It's estimated that thin-client hardware lasts twice as long as PCsabout six years as opposed to three. Plus, the company PCs you're running

thin-client architecture.

\$300 and up)

ally \$150 and up)

now can be converted to thin clients, extending their life spans.

Increased Control

Because thin clients don't use floppy or hard drives, server operating systems are more secure than desktop operating systems. Your managers and administrators can control CD-ROM and USB device access to keep unwanted malware and applications from being introduced onto the devices. In addition, there is no security threat from staffers working from home because none of your corporate data needs to be downloaded to home PCs.

As notebooks and fat clients are spread over larger areas, the risk to confidential corporate data increases. Not so when that important informadata housed in a central location is easily accessible when it must be gathered in response to auditor inquiries.

When Thin Isn't In

While thin clients boast a host of advantages, they do have some drawbacks. From a monetary standpoint, there's always the question of affordability. Taking into account the various expenses of server installation (including license fees), setting up thin-client terminals can turn out to be more costly than setting up ordinary network desktops. Once they're deployed, if the network should go down, all the thin clients go down with it—with users possibly losing unsaved work and unable to access even simple word processing.

The thin-client architecture also makes it more difficult to track the activities of individual users, an espe-

Because thin-client devices contain no fans or other moving parts, their MTBF extends well beyond that of run-of-the-mill desktops.

tion is housed on central servers, where it can be more easily protected from theft and loss. Because information is stored on the server, it won't be lost if a terminal should fail. Backups are easier to make when data is stored in the centralized system of the thin server, and in the event of disaster, recovery is more efficient.

Good For The Environment

Because thin-client devices use no moving parts or fans, generating less noise and heat, they use less electricity. In fact, the thin client uses only about a third of the power PCs use, so lower power consumption means savings for the organization and a boost for the environment.

The diminutive size of thin clients makes them easy to mount on walls and store under desks. Their small footprint lets the organization utilize the saved space for other devices.

When data is centralized, it is easier to manage on several levels. Conforming to software licensing regulations and the HIPPA law, for instance, is easier from a central location. When auditing is necessary, only the servers, not the thin client, need to be involved. Evidence and other relevant

cially unattractive feature for organizations with sensitive data collections. A common complaint takes issue with the tendency of the thin-client network's inability to adequately handle rich content. Users note that accessing any rich media immediately and severely slows down the network. Add to that the common complaint of an unresponsive user interface, and you've got what some organizations consider unacceptable and dealbreaking drawbacks.

What To Look For

If you do decide thin clients are for you, there are several points to consider. According to Tamara Borg of thin-client software developer 2X Software, when seeking to buy a dedicated thin-client device, first make sure the device supports PXE (Pre-Boot Execution Environment) booting. This lets you easily manage the thin-client OS because the thin client will retrieve the latest version of the OS each time it boots up.

Another consideration is the amount of memory. You'll want at least 64MB at the thin terminal, and that's just to get the minimum basic performance. Also consider the type of video chips and video memory. Look for a highquality video card or chips with at least 8MB RAM. Borg explains that you'll want to evaluate the VGA quality of different thin-client models by comparing screen redraw and responsiveness at higher resolutions as this will largely affect the experience of the thin client for the user.

Finally, your choice of operating system is important. The Linux thin client can be a way to save substantial Microsoft licensing fees and requires less memory to run. On the other hand, because a WinXP or CE thin client comes bundled with the everpopular Internet Explorer, if you only need a browser on your thin clients to use Web applications, a WinXP or CE client is probably the better OS choice.

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Software (www.2x.com) and Netvoyager (www.netvoyager.co.uk) offer cost savings calculators on their Web sites.

If you want to see approximately how much a thin client might save you, both 2X

Converting To Thin Architecture

The following tips, offered by 2X Software, could assist you in converting to

• Work with what you have by converting your existing PCs into thin clients

• Or purchase brand-new, low-cost PCs and convert those into thin clients

· Purchase a brand-name thin-client device, such as Wyse or HP (generally

• Buy low-cost client devices, such as MaxSpeed, DevonIT, or Expert (gener-

The Emerging Class Of OLED/LEP Displays

New Technologies Are Challenging Traditional LCD Monitors

by Will Kelly

SOME INDUSTRY ANALYSTS are seeing OLED/LEP display technology as an emerging and cost-effective substitute for LCD display monitors. OLED/LEP display development has its roots in Eastman Kodak during the 1980s, as the company led development of the technology for a time. Now other major vendors such as Samsung and Seiko Epson are carrying the OLED development torch.

In fact, industry analyst firm Gartner Group has named OLED/LEP displays to its list of technologies to watch this year because their performance exceeds the LCD monitors currently on the market.

Another testament is a recent report titled "Quarterly OLED Shipment and Forecast Report" from DisplaySearch, an analyst firm with international reach following the display market, indicating that "OLED shipments grew to 16.7M and revenues hit \$130.9M in Q3 '05." OLED displays are leaving the realm of a niche technology and are becoming a challenger to the LCD display's title.

You might already be using OLED/LEP displays in your daily life. Alarm clock displays, TVs, and automobile dashboard displays are already taking advantage of OLED and LEP display technologies.

OLED/LEP Display Technologies 101

OLED and LEP display technologies are worlds apart from traditional LCD technologies because they take advantage of some emerging optical and display technologies to achieve a rich viewing experience for users. While you may already be familiar with the basics of how a PC monitor works, a proper explanation of OLED and LEP displays has to delve into how these displays produce colors and images on a monitor screen.

OLED (organic light-emitting diode) consists of an emissive organic material. The excitement with an OLED-powered display starts when you supply an OLED with an electrical current. The result is a superior full-color, flat-panel display that exceeds what your users experience with LCD displays.

An OLED display such as those used in a PC monitor consists of organic material in very thinly sandwiched layers. Among these layers there is a positively charged anode layer and a cathode layer. The negatively charged electrons in the cathode layer move through the organic substances to the positively charged anode layer. The reverse effect occurs from the anode's side, with positively charged electrons moving toward the cathode layer. The electrons meet in the middle, in the organic material, which causes the emission of electroluminescent light. The organic material's chemical composition dictates which colors of light appear on the monitor display.

Equally exciting as OLED is LEP (lightemitting polymer) display technology. LEP displays such as those used in a PC monitor emit light when sandwiched between oppositely charged electrodes. Analysts and other display technology watchers foresee this configuration to be highly successful in PLED (polymeric light-emitting diode) displays, which many see as the heir apparent for LCDs. Conversely, LEPs function on a single sheet of glass or plastic, enabling impressive displays of screen content, all the while simplifying processing and maintaining costs simultaneously.

The great promise of OLED/LEP-based displays is the fact that they don't require a backlight, enabling them to be more energy efficient than traditional LCD monitors. Additionally, OLED/LEP-based displays offer a higher screen contrast than your users are enjoying right now with their traditional LCD displays.

Some other advantages of an OLED-based monitor over a traditional LCD monitor include a viewing angle of up to 160 degrees, lower voltage operation for OLED-based monitors from 1.8 to 10V, longer life, and a lighter weight. No backlighting required is the most exciting development in OLEDbased monitors because the monitors have faster response times, a better operating temperature, and a smaller monitor footprint.

OLED/LEP Displays In Your SME

As your small to midsized enterprise's PC monitors come to the end of their lifecycle, OLED/LEP-based displays can offer a more powerful monitor at the same or lower cost. However, at this emerging stage of OLED/LEP technologies, mid- to longrange hardware upgrade plans are where you should place a proposed upgrade of your SME's monitors to OLED and LEP display technology. Although currently a niche technology, all signs point to major hardware manufacturers adding OLED and LEP displays to their monitor lineups.

OLED/LEP Display Manufacturers

Litrex

Litrex, recently acquired by Cambridge Display Technologies, develops OLED technologies that are licensed to hardware manufacturers. www.litrex.com

Samsung

Samsung is developing OLED technologies for use in TV and monitor displays shipping under the Samsung brand.

www.samsung.com

Seiko Epson & Universal Display

Seiko Epson is in the midst of a multivear technology development partnership with Universal Display building upon Universal Display's PHOLED (Phosphorescent OLED) technology. Early reports say PHOLEDs can be up to four times more efficient than other traditional OLED displays.

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WHAT'S HAPPENING

Much More Than Encryption

A New Multilayered, Comprehensive Approach To Storage Security

by Chris A. MacKinnon

STORAGE NIGHTMARES: IT managers have all had them, and some have even lived them. It's not enough to protect networks and servers anymore. The data on tape drives and other backup infrastructure is equally important to any small to mediumcized enterprise. Mark O'Molloy.

sized enterprise. Mark O'Malley, manager of product strategy at Quantum, a storage solution provider, is the first to agree. "Few companies have taken the necessary steps to ensure that data

backed up and transported offsite for storage is secure. In fact, many organizations are lax in the way they protect their backup infrastructure and tape cartridges."

Delayed Adoption

O'Malley says a recent survey by Enterprise Strategy Group bears out this assertion: 60% of storage professionals said they never encrypt backup tapes, and only 7% said they do so routinely. He says there are several reasons behind the slow adoption of data security solutions. "First, in many organizations there is a lack of clear responsibility with regard to data security: Is it a security issue or a storage issue? This lack of clarity often causes data security to fall through the cracks. Second, many IT managers actually perceive a trade-off between tighter security measures and their ability to recover data in a disaster recovery situation. Not surprisingly, this tempers their enthusiasm for new security products."

The limited availability of viable security solutions from storage vendors has no doubt also hindered customer adoption, O'Malley says. "While there has been a flurry of activity around encryption in the last few months, little has been done to

address other needs. Storage security goes beyond just encryption, and there is an opportunity to provide a more comprehensive set of offerings that meet a broader range of market needs."

Security is becoming one of the industry's biggest challenges, but O'Malley says Quantum is changing the face of SME

Quantum

data security. The company has recently brought a comprehensive and multilayered approach to the table. This approach includes three aspects of data access controls:

1) DLTSage Tape Security, 2) a strategic partnership with Decru (another storage security company), and 3) native encryption (in the longer term). Quantum's security framework addresses customer problems by taking a defense-in-depth approach, with controls on physical access, administrative access, and data access in backup, recovery, and archive processes.

In talking to its customers, Quantum has found that early adopters of storage security solutions are starting to think in terms of data security classes. O'Malley says, "In the same way that organizations classify data for their ILM needs, they are classifying data for security purposes. What organizations are discovering is that only a portion of their data is highly confidential and requires full encryption, which offers the highest level of security. There is a second class of data that is confidential and requires robust protection, however, does not need full encryption. Quantum designed the DLTSage Tape Security feature to provide protection for this class of data."

Key-Laced Firmware

Quantum's DLTSage Tape Security illustrates the company's emphasis toward storage security. The solution is designed to protect classes of data that do not need full encryption. O'Malley notes, "It is a firmware feature designed into the newest DLT tape drives that uses an electronic key to prevent or allow reading and writing of data onto a tape cartridge. DLTSage Tape Security will be particularly valuable in

protecting tapes that must be transported offsite."

The DLTSage Tape Security's electronic key can be managed in three ways: 1) at the individual tape drive level, using Quantum's

DLTSage management architecture, 2) via the management console from which Quantum's tape autoloaders and libraries are managed, and 3) by the host backup application. O'Malley says, "Once DLTSage Tape Security has been enabled, an encoded key is embedded on each tape to protect access to all data on that cartridge. Upon read, the DLTSage Tape Security feature in the drive compares the key on the tape to the key on the drive and unlocks access only if the keys match."

Quantum's DLTSage Tape Security will be available (at no additional cost) as an integrated feature in the company's upcoming DLT-S4 super drive and in the DLT-V4 value line tape drive. (A firmware upgrade will be available for existing DLT-V4 customers.) DLTSage Tape Security will also be supported (also at no additional cost) across Quantum's tape automation portfolio.

What's More?

In addition, Quantum will offer administrative controls such as user authentication and authorization and role-based access privileges that allow only authorized administrators to access Quantum systems. Other administrative controls will include audit logging and Secure Socket Layer/

Secure Shell support. The audit logging enables tracking of all attempts to access Quantum systems, successful or not, as well as tracking of activity once access is granted. SSL/SSH support provides secure network-based access and login access to administrative information about Quantum's storage systems.

O'Malley says the company's tape protection solutions are also unique. "Quantum is the first vendor to propose such a comprehensive and robust set of data security offerings. While the high profile lost tape incidents have caused a flurry of announcements around encryption, most of those announcements remain point products. No vendor has adopted a holistic approach to security in the way that Quantum has." O'Malley says the penalties for data security breaches have become significant, with heavy fines and even prison sentences mandated by the likes of Sarbanes-Oxley, Gramm-Leach-Bliley, and HIPAA, and can no longer be ignored.

Quantum is incorporating its new approach into a range of security offerings to be introduced in phases starting in the first quarter. In developing its security

Quantum has found that early adopters of storage security solutions are starting to think in terms of data security classes.

framework, the company has focused on providing a range of options that are easy to implement and manage and enable customers to meet required levels of data confidentiality, integrity, and availability, with no disruption to their backup and recovery processes.

So what's on Quantum's immediate horizons? O'Malley says, "The immediate horizon for Quantum and its customers will be very exciting, as customer adoption of the new products grows and as sales ramp. And of course, Quantum will continue to look for new ways to meet the evolving backup, recovery, and archive needs of its customers."

TWO TERMS

What it is: In terms of disaster continuity and business recovery, the RTO is the length of time after a disaster in which a business must bring its systems back online to prevent significant losses. A disaster can be anything, from a system loss due to an act of God to system failures caused by faulty equipment, sabotage, or terrorism. The

RTO (Recovery Time Objective)

caused by faulty equipment, sabotage, or terrorism. The RTO is determined by the criticality of the systems affected: Noncritical systems RTOs may be measured in hours or days, while RTOs for mission-critical systems may be minutes.

Why you should care: The Sept. 11 terrorist attacks and the devastation caused by last year's hurricane season have made it abundantly clear that all businesses must have plans to mitigate the damage from unexpected outages. Determining the time for your business to bring its systems back online is critical because it will help you prioritize what is important, what is not so important, and the specific systems that require your fullest attention.

Related products and manufacturers: These run the gamut from traditional hardware and application manufacturers, such as IBM, HP, Sun, and others, to third-party disaster recovery service

providers that can provide mirrored data centers. Examples include Forsythe, Sungard, and Agility Recovery Solutions.

■ RPO (Recovery Point Objective)

What it is: Again in terms of disaster continuity and business recovery, the RPO is the time before the outage that business systems must be restored to. In other words, when recovering from a disaster, how much data can your business afford to lose when business operations resume? Again, this is largely determined by the criticality of the data; the more important the data your systems house, the less you can afford to be without.

Why you should care: Determining the RPO is a critical decision that determines the strategy to set up your business continuity/ disaster recovery plans. For example, businesses that cannot afford to lose any data and that must continue operating to remain viable may implement mirrored data centers that provide ultimate redundancy. As soon as the primary system goes down, the mirror system comes up, providing seamless and redundant operations.

Related products and manufacturers: Disaster recovery and business continuity providers include such firms as Data Recovery South, Flashback Data, Hard Drive Recovery Group, and IntelliRecovery.

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Network Instruments delivers a complete line of nTAPs for copper and optical networks at competitive prices, including the 10/100/1000 Copper nTAP (\$795) and the recently released Two-Channel Optical nTAP (\$575). The company also guarantees overnight delivery in the United States on Web orders over \$295 confirmed before 12 p.m. Central Time. For more information please call 1-877-BUY-nTAP.

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Protection For Transportation Of Hard Drives



Perm-A-Store now provides Turtle Cases for popular Hard Drive configurations

- Enclosed external drives for PC applications
- · Hot-swappable drives (with/without tray) for Server applications

As hard drives become more portable, users are looking for safe and efficient ways to transport and store drives with live data. These specialized cases are made of high-density polyethylene, a rugged, lightweight material that provides excellent impact protection. All Turtle cases are available with optional brass padlocks, which may be keyed alike at no extra cost.

These new Turtle hard drive cases are available in several configurations:

- One or two precut slot(s), manufactured to the exact dimensions of the unit to be transported
- Customizable configuration for one or two drives employs pluckable dense foam cubes that can be removed to securely fit drives of various sizes.
- The configuration shown on the right of the photo above is 10 drives placed in precut foam slots in a rugged, two-handle case with 6 butterfly latches.

Turtle cases were introduced in 1988 and have become the media transport standard because they deliver protection against impact, debris and temperature and humidity extremes.

Turtle Cases are also available for all tape formats (LTO, DLT/SDLT, 3590, 3592, 9840/9940, 8mm, AIT, VXA 4mm as well as CD/DVD and optical media). Various capacities and colors by format.

Turtle brand transport and storage cases are recommended by media manufacturers Imation, IBM and Sun/StorageTek because they provide specialized protection for data media.

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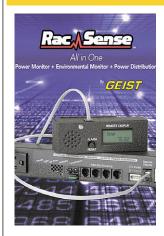
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Page 35

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. Manufacturer Presentation

SmartOnline 3000VA 3U Rackmount UPS System



Key Points

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- Uninterruptible Power Supply (UPS) actively converts raw incoming AC power to DC, then reconverts output back to completely regulated, filtered AC output
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AVR Series Line Interactive UPS System



Key Points

- 550VA ultra-compact line-interactive UPS
- Maintains 120V nominal output over an input range of 83 to 147V
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- 550VA / 300 watt power handling ability supports entry-level PCs for up to 17 minutes during power failures
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- 4 outlets with full battery support and surge suppression to protect computers, monitors and other vital system components from loss of power
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Power Protection

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- Provide redundant power to single-power supply servers
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- Universal voltage: 120V or 208-240V
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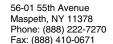
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Communications - Security Advertisement

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Manufacturer Presentation _

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3600 FAU Boulevard Phone: (561) 322-4000 Boca Raton, FL 33431 Fax: (561) 322-4050 Communications - Content Networking Advertisement

New Enterprise Manager from F5 Delivers Comprehensive Solution for Managing and Maintaining BIG-IP® Devices

Provides a complete toolset for centralized maintenance, management and operation; Appliance increases productivity and reduces costs and complexity.



F5 Networks, Inc.'s Enterprise Manager is a new appliance designed to save customers time and resources with a comprehensive set of tools for maintaining, managing and operating F5 BIG-IP® version 9 Application Delivery Networking devices. Enterprise Manager's easy-to-use centralized management interface includes features that automate common tasks to accelerate deployment and reduce the total cost of ownership. The product features tools for centralized software management, device inventory and control, centralized configuration backup and restore, and centralized SSL certificate management, with all features utilizing a secure iControl connection to the devices.

Enterprise Manager on the TMOS platform offers customers distinct advantages. It provides a coordinated and efficient management strategy that is centrally controlled, while the processing and workload is distributed. Enterprise Manager gives customers clear visibility into their application delivery network configuration and includes powerful features that accelerate a network manager's ability to perform daily, weekly or monthly tasks. Highlights of Enterprise Manager include:

BIG-IP Centralized Software Management

BIG-IP Centralized Configuration Backup & Restorability

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F5 Enterprise Manager 500 is available immediately. For more information on Enterprise Manager, 401 Elliott Ave West • Seattle, WA 98119 • Phone: (866) 543-9373

Manufacturer Presentation

Communications - Security Advertisement

Redefining Intrusion Prevention

TippingPoint X505 extends Intrusion Prevention with Firewall, VPN, Bandwidth Management, Content Filtering and much more...



TippingPoint X505

The TippingPoint X505 utilizes the award-winning capabilities of the **TippingPoint Intrusion Prevention** Systems to continually cleanse the network of malicious traffic including worms, viruses, Trojans, Phishing

attempts, Spyware, VoIP threats and other malicious traffic. To ensure constant protection, TippingPoint's Digital Vaccine security team continually develops new attack filters to preemptively protect against the exploit of new and zero day vulnerabilities.

In addition to the award winning IPS functionality, the TippingPoint X505 includes IPSec VPN, a stateful packet inspection firewall, Web content filtering, and policy-based traffic shaping, which provides fine grain bandwidth usage and control for both inbound and outbound traffic streams. One of the most compelling attributes of the X505 is that all of its functionalities are wholly interoperable. For example, IPS and traffic shaping can be applied within an IPSec VPN tunnel - effectively preventing the propagation of worms between enterprise branch locations, while simultaneously prioritizing site-to-site VoIP phone calls for enhanced VoIP quality.

The TippingPoint X505 prioritizes real-time business-critical applications, including video conferencing, IP telephony and interactive distance-learning. Its innovative tunneling approach secures current and next-generation multicast conferencing applications as well as other business critical applications. The TippingPoint X505 can prioritize both inbound and outbound application traffic as well as inside and outside IPSec VPN tunnels.

www.Processor.com/TippingPoint



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Router

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- · World's only QuadWAN w/ inbound load balancing for web hosting. Failover, load balancing between WAN lines
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Digital Security International

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GuardedNet's nS appliance family brings all the benefits of an appliance together with the feature richness of an enterprise-class SIM platform. The nS series can consolidate, correlate and analyze the logs of more than 100 devices, including network security products, hosts and applications, while providing full lifecycle incident management, as well as proactive policy monitoring and enforcement.



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IDS/IPS/DoS

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Interceptor - Stops Network Attacks in Real Time

- Internal & External Protection from DoS, DDoS, Worms, Viruses, Syn Floods, Trojans, Scans and Access Control
- · Listed by Gartner as "Pure Play" in IPS
- 6 Different Intrusion Detection Models
- Integrated antivirus (Optional) Config available supporting ADSL to Gigabit environment



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Communications - Security Advertisement

Password Management Solution

Cloakware Server Password Manager Express (CSPM Express) is an appliance-based solution. It enables the secure, automatic and regular update and retrieval of application passwords.

CSPM Express was specifically developed to address the needs of smaller organizations with 200 or fewer application accounts to be managed. It is packaged and priced for small and medium-sized organizations that want to automate the application password change process.

As a hardware-based solution, it is easy to deploy and has fault tolerance built-in with dual LAN, video, power and RAID hard drives.

- Eliminates hard-coded application IDs and passwords
- Eliminates widespread knowledge of passwords
- Eliminates the cost of application maintenance due to password updates
- Enables secure, unattended operations
- Automates regular changes for application passwords
- Supports regulatory recertification



CSPM Express (Appliance) - designed for organizations with less than 200 servers CSPM (Software) - designed for organizations with more than 200 servers

www.Processor.com/Cloakware



Phone 703.752.4833

Manufacturer Presentation

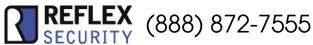
Reflex Security Adds Multi-Gig Solution to Network IPS Suite



Reflex Security, Inc., a leader in network intrusion prevention solutions, has developed a new multi-gigabit intrusion prevention solution, the Reflex IPS MG™. The Reflex IPS MG identifies, analyzes and responds to internal and external security threats in real-time through comprehensive threat detection and prevention techniques. Operating inline at speeds of up to 5 gigabits per second, the Reflex IPS MG eliminates the tradeoff between effective security and scalable performance.

The Reflex IPS MG delivers improved security, increased reliability and performance to prevent today's most serious network security threats. The Reflex IPS MG vastly outperforms traditional solutions. It leverages a wire-speed, multi-gigabit packet-handling architecture, which utilizes application specific integrated circuit (ASIC) network interface modules that balance loads across multiple CPUs.

"In the past, protection of high-speed enterprise network segments meant compromising security for performance," said Hezi Moore, Reflex Security Founder and CTO. "As a result, organizations deploying network intrusion prevention systems are no longer forced to choose between offline, IDS-converted systems or purely ASIC-based solutions that promise speed but are limited in adaptability and slow to respond to new security threats."



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Manufacturer Presentation.

Messaging Security

Layered Protection • Inbound Security & Outbound Compliance

Trusted by 30% of the Fortune 100, **IronMail** protects enterprise email systems from inbound threats: spam, viruses, or hackers trying to take down or take over the email

system. IronMail protects enterprise email systems from outbound threats: regulatory compliance violations, corporate policy violations, or theft ("leakage") of confidential information or intellectual property. **IronMail** protects enterprise email systems from threats that haven't even been identified yet.

IronMail protects enterprises from every known email attack technique, as well as those that have yet to be discovered. Denial-of-service, directory harvest attacks, port scans and other attacks are blocked by the purpose-built, hardened **IronMail** appliance and never have a chance to reach the network.

IronMail protection is available in three forms to meet the email protection needs of most organizations:

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- S-Class for Small-to-Medium Businesses



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CyberGuard Simplifies Reporting on Web, Mail and Content Compliance

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and Sophos®) fortified by Webwasher Proacive Security to fight Day-Zero threats. These applications run simultaneously on a single appliance, combining forces to search and destroy all manner of worms, viruses, spyware and other things that can ruin your day.

"One significant challenge in the area of security and compliance reporting is the plethora of data that is generated by traffic monitoring applications," says Pat Clawson, CEO of CyberGuard. "Data spanning multiple time zones is a particular headache from a reporting perspective. Webwasher Content Reporter Version 4.6 eliminates this problem by giving the system administrator full control over how these data are treated from a time zone perspective." continues Clawson. This ability to "normalize" time zone information makes the process of analyzing and reporting on dozens of gigabytes of global data far easier for system administrators in centralized data centers.

In addition to simplified reporting, Content Reporter Version 4.6 adds support for the most popular Linux distributions and allows Content Reporter deployments on Unix and Linux to use Microsoft SQL Server installations as backend repositories for logging and reporting data, thereby significantly reducing the time and investment needed to deploy an enterprise wide reporting solution. Content Reporter Version 4.6 also adds several features that improve ease of use, report access and archival management.



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BumbleBeeTM supports optional PC playback viewing software and Direction

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IDS/IPS/DoS

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OptimANA™ CP3600



Procera's new OptimANA™ CP3600 platform integrates Procera's OptimIP™ intelligent networking engine with a standard Intel Xeon-based server in a tightly integrated software and hardware architecture that utilizes Procera's advanced hardware Acceleration, userlevel Security and policy-driven Control (ASC) technology. Using Procera's open OptimANA™ platform, network-centric software application and appliance developers can easily leverage Procera's integrated networking, security and compliance technologies to enhance their existing offerings with multi-gigabit throughput and other advanced capabilities. Solution providers can rapidly and cost-effectively address their markets with a converged platform that is tightly integrated with their existing application or appliance solution and Procera's patent-pending, policy-driven, intelligent networking engine.

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Manufacturer Presentation.

Simple Way To Manage Identity & Protect Information

Identity is a simple, affordable software & appliance solution that lets you see, control and prove who's doing what with any server or application, anytime. Identity establishes pervasive identity for every user,



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The **Identity** solution comprises three components:

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- I-Manager— This Web-based application lets you quickly configure Identity, enable users and create policies incrementally for easy, manageable deployment. I-Manager also generates clear, customizable reports of all interactions.
- I-Gateway—This hardened, inline appliance sits between users and critical assets, enforcing policies at wire speed based on the unique user identities in the packets. The Identity Operating System (IDOS) also resides on I-Gateway, providing a secure and extensible software platform for TNT and third-party identity-based applications.



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Serial Extender

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The NPort 5110 serial device server is designed to make your industrial serial devices Internet-ready instantly for POS and security market applications. The compact size of the NPort 5110 device server makes it the ideal choice for connecting your RS-232 serial device, such as a card reader or payment terminal, to an IP-based Ethernet LAN, making it possible for your software to access serial devices.

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For larger storage needs, OSS offers the RS2000, RS3000, and RS5000, each providing successively more storage capacity (12, 16 and 24 hotswappable drives, respectively) in increasingly large form factors. On the upper-end of the OSS product line, the RS8000 can be configured for up to 16TB of storage capacity using 40 hotswappable drive bays in an 8U chassis. Supporting up to four dualcore Opteron processors and 32GB of RAM, the RS8000 also comes with a database server utilizing the open-source MySQL database program.



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The Barracuda Spam Firewall 900 also offers key outbound filtering techniques, such as outbound email attachment scanning, Barracuda Networks Rate Control System for protection against open relays and zombie PCs, as well as support for inbound and outbound STARTTLS encryption. Multiple Barracuda Spam Firewall 900 units can be clustered for greater email redundancy and higher capacity.



Learn more information at: www.Processor.com/Barracuda12 or call us at 1-888-ANTI-SPAM

Manufacturer Presentation _____ End Nodes - Storage Advertisement

Nexsan SATABeast

High-Capacity Serial ATA-Based Storage System



Nexsan's SATABeast™ enterprise-class storage array, which is built around Serial ATA disk drives, is designed to deliver the highest performance and utmost cost effectiveness in a single, scalable solution ideal for data-intense storage applications such as online archiving and disk-based backup

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Nexsan's SATABeast is engineered to meet necessary enterprise-class availability requirements with the inclusion of fully redundant components that are individually online hot swappable, including drives, controllers and power supplies. This advanced design provides increased ROI by eliminating the need to replace an entire multi-drive blade should a single drive fail. Each RAID controller is configured with dual high-performance 2 Gigabit Fibre Channel SFP LC host ports powering the SATABeast to sustained reads speeds of over 700 MB/s. The advanced architecture of the SATABeast features an innovative horizontal midplane design that promotes superior airflow and alleviates insertion stress points. Triple intake fans along paired with two redundant 760-watt power supplies with tachometermonitored blowers provide maximum power and cooling. The system's Anti-Accumulative Rotational Vibration (ARV) design enables maximum performance and long-term reliability.

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Manufacturer Presentation _

End Nodes - Storage Advertisement

The DataFRAME 140 iSCSI SAN

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The new DataFRAME 140 iSCSI SAN adds a lower-priced small form factor solution to MPC's family of storage products. The DataFRAME 140 is housed in a 1U form factor and supports 1.6TB of storage with four redundant and hot-swappable 250GB SATA hard drives. The unit also features two redundant and hot-swappable power supplies.

The ability to cluster together multiple DataFRAME 140s enables organizations to "pay as they grow." This product also supports RAID 0, 1, 5, and 10 for optimized performance and fault tolerance, as well as dual Gigabit Ethernet iSCSI connectivity for greater networking flexibility and reduced administrative costs.

The DataFRAME 140 includes LeftHand Network's innovative SAN/iQ management software, which offers IT administrators an easy-to-use interface for managing storage provisioning and utilization.

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Saturn Cipher Hard Drive Kit

The Saturn Cipher Enclosure kit is one of the most advanced hardware-based hard drive encryption solutions in the market.

You can encrypt SATA hard drives, IDE hard drives, or 2.5" IDE hard drives. It is easy to deploy and implement. There is no software to install and no training is required. Using proven

standard encryption algorithms and the special Saturn hardware design, Saturn Cipher offers practically bulletproof protection to your sensitive data stored inside the hard drive.

You can use the Saturn Cipher drive enclosure as an external hard drive, as a removable hard drive, or as a drive cartridge. The Saturn Cipher enclosure kit is designed almost identical to the regular Saturn enclosure kit. The only difference is the additional encryption key and electronics in the Saturn Cipher drive enclosure. As a result, Saturn Cipher has the same flexibility and convenience of the regular Saturn enclosure kit.

If you already have invested in the regular Saturn drive kit, you can add the Saturn Cipher solution by just purchasing the Saturn Cipher drive enclosure. The Saturn Cipher drive enclosure will mix in nicely with your existing Saturn drive cradle, share the same Saturn interface cables, power adapter and all other Saturn accessories.

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- More Cost-effective

As the leading rackmount server and storage enclosure designer and manufacturer, AIC continues to provide cutting-edge enclosure solutions by unveiling the World's first 1.5U rack-mountable server enclosure, the RMC15.

Due to higher CPU speed and consequential thermal issue faced by most of the 1U platform, AIC has designed an innovative 1.5U platform providing superior cooling and expansions over 1U and the storage capacity of a 2U enclosure. The RMC15 also has fewer vibration and noise issues compared to other 1U platforms. By having 0.5U less space, we can fit 7 more servers per 42U cabinet. This chassis is ideal for high-performance computing, enterprise server (SAS version), and general-purpose server.



What Experts Said:

- "AIC's new RMC15 1.5U chassis is ideal for PSSC Labs' high performance computing solutions. It offer excellent thermal and acoustic solution as well as a space-efficient mechanical design. PSSC Labs continues to work with AIC to provide the most reliable, cost-effective solutions in the HPC industry." Alex Lesser, VP Sales/Marketing, PSSC Labs
- "1.5U form factor is indeed a ground-breaking invention providing advantages from both 1U and 2U form factors. The PCI expansion, dedicated cooling strategy and space-efficiency make it a cost-effective solution to the market today. As the leading motherboard solution provider, Iwill USA will continue to partner with AIC to accelerate the trend of providing innovative solutions." Adam Chou, General Manager, Iwill USA, Inc.



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Accordance Systems' ARAID is the first low-cost RAID system of its class, disk mirroring all computer files for disaster recovery and data backup.

The Accordance ARAID controller supports dual hard drives and mirrors data onto both drives. As data gets written to one disk, it is automatically copied to the second disk. If one disk fails, the data is protected on the other disk. To replace a failed hard drive, the user simply pulls out the removable ARAID hard drive tray, pulls out the bad disk, and replaces it with a new one. The ARAID automatically copies the data from the remaining good drive onto the newly inserted hard disk.

The ARAID is commonly used for backup by using three hard drives: one that stays in the ARAID controller and two that are rotated in and out. The removed hard disk is taken offsite to provide reliable and secure storage of valuable data against disaster scenarios. This is an effective replacement to using tape cartridge backup systems. Studies have shown that a third of all tape backups never finish correctly. Disk-based backups using the ARAID are less expensive, less labor intensive, and more reliable than tape-based backups.

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CD-R / DVD±R



Manufacturer End Nodes - Storage Advertisement

SAFE Mobile Hard Drive

New hardware encryption with DES or Triple-DES modes Unlock the drive by fingerprint recognition Protect confidential files from unauthorized use Compact bus-powered Hi-Speed USB 2.0 hard drive*

Lacie s SAFE Mobile Hard Drive with Encryption with new DES or Triple-DES hardware encryption in 40GB, 80GB and now largest 120GB capacity is a revolutionary biometric access hard drive. The new encrypted model allows people to choose between different levels of security depending on their needs. LaCie SAFE with Encryption is ideal for transferring and carrying sensitive data without fear of misuse, unauthorized access or intellectual property theft if in the wrong hands.

Fingerprint authentication grants access to the drive. Compact SAFE drive casing is small enough to fit comfortably in a shirt pocket or bag. With advanced hardware encryption the highly portable LaCie SAFE Mobile Hard Drive with Encryption offers ultimate storage security for confidential files.

We have incorporated the latest access control and encryption technologies and now offer two security level choices for addressing any professional or individual need for completely safe data storage, says Marie Renouard, LaCie Product Manager. SAFE is the best deterrent for snoops who try to access your private files whereas SAFE with Encryption is better for those who need absolute security for their data.

LaCie SAFE Mobile Hard Drive with Encryption guarantees the highest-level protection for confidential files by employing hardware encryption in addition to biometric access technology. Data stored on the drive can be encoded in either DES (56-bit key) or Triple-DES (128-bit key) mode.** The encryption key depends on a 24-character pass phrase stored onboard making each drive unique and impossible to hack. Up to five different users can be registered with customized access privileges such as read/write or read-only.



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New Scanner Promotes High-Quality Images and Faster Communication In a collaborative work environment, a drawing may be marked-up or red lined to highlight changes. The Océ TDS450 easily captures this information either for immediate printing; for electronic distribution to engineers, designers, contractors or vendors; or for archiving. With the flexibility to scan in color and monochrome with one scanner, the Océ TDS450 provides a single platform that streamlines communication within an organization or across multiple sites saving hours or even days in the drawing distribution and review process. Organizations not yet ready for full-color production printing can become one step closer to a future color workflow with this scanner.

Design Simplicity Optimizes Workflow and Increases User Productivity The Océ TDS450 is designed to enhance user productivity through pre- and postprocessing work functions that optimize workflow. The new system minimizes time spent preparing print jobs, defining copier settings, waiting for prints and manually collating sets of drawings. The intuitive user panel and customizable scan-to-file and copy settings ensure that users get the output they require quickly and easily. With automatic features such as auto width detection, roll selection and set collation, users spend less time completing print and copy jobs and more time on their core responsibilities.

Advanced Technologies Streamline Output Production The Océ TDS450 includes the innovative Océ Power Logic® controller, ensuring rapid processing of large files and concurrent scanning, copying and printing - thus minimizing queue length and employee downtime. Repetitive tasks are eliminated

since the Océ TDS450 queue manager enables the reprinting of copy and print jobs as well as the prioritization of jobs. Additional time-saving features include the company's patented Radiant Fusing technology within the print engine of the Océ TDS450. This eliminates machine warm-up time since the system is "instant-on" so documents can be printed quickly whenever needed

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Manufacturer Presentation _

End Nodes - KVM & Console Access Advertisement

4-Port USB Audio KVM Switch Kit

The best valued and most versatile 4-port USB 2.0 Audio KVM Switch from ConnectGear - UG104. This switch manages up to four PCs or Macs equipped with USB 2.0 or 1.1 ports from a single PS/2 keyboard, PS/2 mouse and monitor. It has a built-in console audio jack to allow connected PCs or Macs to share the speakers. UG104 is the best-valued KVM switch because it also offers three built-in USB 2.0 ports for USB peripheral sharing among connected PCs or Macs such as printers, scanners, external hard drives, and cameras.

UG104 features intelligent PS/2 mouse and keyboard emulation to ensure flawless bootups. User can either use push buttons or on-creen display (OSD) menu for port selection. In the Auto Scan mode, different (5 ~ 30 sec.) time intervals can be set to monitor the computers.

UG104 comes with four sets of special 6-foot USB cable kits with audio plugs for your convenience.



Easy to install - no software required, complete installation within minutes using bundled cables. Easy to operate - port selection using push buttons or on-screen display (OSD) menu. Flawless booting - PS/2 keyboard and mouse emulation for error free bootup.

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Built in USB hub - 3 additional USB 2.0 ports for sharing USB devices such as printers, scanners, cameras, and external hard drivers.

LED indicators - color-changing LEDs for easy system status monitoring. Bundled cables - four special six-foot USB cable kits with audio plugs are included. Auto Scan - auto scan function with variable scan time interval settings Metal casing - rugged metal case and compact design for easy placement. Warranty - one-year limited warranty

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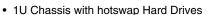
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This new server also features system improvements such as a dual Gigabit network interface, PCI Express technology, and LANDesk's Server Management Software. The dual Gigabit network interface enables high network bandwidth, while PCI Express technology increases performance with over 3.5 times more bandwidth than previous PCI slots. The NetFRAME 1420's LANDesk Server Management Software offers an easy-to-use interface to manage all of the clients within an IT environment from a single administrative console.



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Manufacturer Presentation. End Nodes - Storage Advertisement

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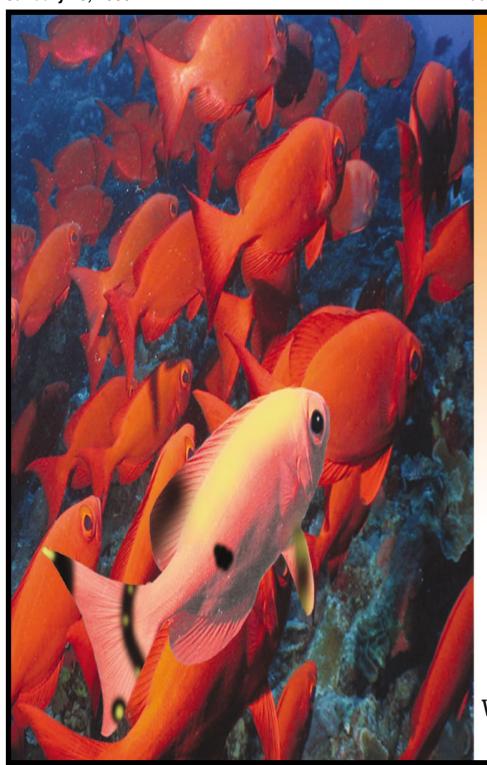
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